Citizenship and Immigration Canada
Citoyenneté et Immigration Canada

Annual Report on the Operation of *The Canadian Multiculturalism Act*

2007-2008

20 YEARS

PROMOTING INTEGRATION

Canada

C&I-988-01-09

Annual Report on the Operation of

2007-2008

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Canada

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Citizenship and Immigration Canada has published this document to report to Parliament about the implementation of the *Canadian Multiculturalism Act* in federal institutions.

Explanations of the Act's provisions are meant for clarification, and should not be taken as legal interpretations of the *Canadian Multiculturalism Act*.

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Foreword by the Minister

A few days before Remembrance Day last year, I spoke at a citizenship ceremony at the Canadian War Museum. Fifty men and women from 28 countries took their oath of citizenship and became Canadian citizens.

One thing I noticed immediately was that all of these new Canadians were wearing the Remembrance Day poppy. In fact, I think I saw more poppies in that room than I saw outside on the streets of Ottawa that day. Through the simple act of wearing a poppy while they were being sworn in as citizens, these new Canadians were demonstrating their gratitude and patriotism and their love of this country.

In pledging themselves to Canada's future, they were also honouring our past. They were paying tribute to the Canadians who came before them and sacrificed so they might stand here, today, and join our bright future. They were announcing that our past is now their past. Our traditions, their traditions. Our country, their country.

The oath that citizens take to Canada's Queen commits them to a tradition that stretches back to the *Bill of Rights* (1960), the *British North America Act* (1867), the *Quebec Act* (1774), the *Royal Proclamation* (1763), and further still to *Magna Carta* (1215) - reaffirmed by the *Charter of Rights and Freedoms* in 1982. By means of the oath, they join a millennium-old civic tradition, one that we inherited from our founders and ancestors, and will pass on to our descendants.

Canada's successful model of multiculturalism and pluralism is no accident. Prudent decisions by our 18th and 19th century founders prior to Confederation created a constitutional framework for Aboriginal rights, minority language rights, and religious freedom that it is our responsibility to maintain.

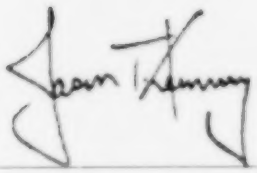
Immigrants to Canada know from experience how hard won, how rare in history, and how precious our freedoms are. Their commitment should make us even more determined to pass this legacy of freedom on to future generations - stronger and more secure than ever. Their pride should make us more proud, and their gratitude should make us more grateful, to be Canadian. For our government, that is what it means to be inclusive. Not just to welcome new Canadians and to celebrate the heritage they bring with them. But also to include them in the Canadian story. To invite them to write the next chapter.

This past year marked an important development in Government policy, when the Prime Minister decided to link Multiculturalism policy and programs with those at Citizenship and Immigration Canada and make me the new Minister responsible for all of these areas.

This brings all the key policy and program elements together and allows for greater coordination between the Government's settlement programs for newcomers and its programs to promote further inclusion, participation and shared citizenship for all Canadians.

The 2007-2008 Annual Report on the operation of the *Canadian Multiculturalism Act* marks two decades since the Act became law, and the 20th time this report has been submitted to Parliament.

The Annual Report demonstrates how the Government continues to respond to Canada's increasing diversity by taking important steps to encourage integration. This is why the report is subtitled "Promoting Integration."



The Honourable Jason Kenney, P.C., M.P.
Minister of Citizenship, Immigration and Multiculturalism

Executive Summary

The 2007-2008 report is the 20th report tabled in Parliament detailing the Government of Canada's efforts to implement the multiculturalism policy. It also marks the first multiculturalism annual report to Parliament by Citizenship and Immigration Canada. On October 30, 2008 the Honourable Jason Kenney was appointed Minister of Citizenship, Immigration and Multiculturalism. At the same time, responsibility for multiculturalism was transferred from the Department of Canadian Heritage, to the Department of Citizenship and Immigration.

Each of the previous 19 reports to Parliament are snapshots in time that demonstrate government responsiveness to issues of the day impacting Canada's diverse communities. Inside the pages of this 20th report, seven federal institutions describe how they have changed or evolved since the *Canadian Multiculturalism Act* came into force to consider and respond to Canada's increasing diversity, and the pressing need to promote integration.

Since the first Annual Report for 1988-1989, the activities of federal institutions to implement the Act have deepened and become more comprehensive. The Multiculturalism Program has also evolved over time to respond to Canada's changing diversity and to address emerging issues in our increasingly pluralistic society.

During this reporting period, the Multiculturalism Program announced new priorities for the Multiculturalism Program grants and contributions in 2008-2009, focusing on promoting integration, youth-at-risk, and increasing intercultural understanding. The program guidelines are available online at: www.cic.gc.ca/multi/pgm/index-eng.asp

In 2007-2008, the Government of Canada finalized details for the Community Historical Recognition Program (CHRP) and the National Historical Recognition Program (NHRP). At the end of March 2008, the Government of Canada's ex-gratia symbolic payments of $20,000 to living Chinese-Canadian Head Tax payers and to persons who were in a conjugal relationship with a now-deceased Head Tax payer totaled over $12.9 million. Further information about these Historical Recognition programs is available online at: www.cic.gc.ca/multi/rdrss/hrp-eng.asp

In the coming year, the Multiculturalism Program will continue to build partnerships with other federal institutions to enhance implementation of the *Canadian Multiculturalism Act*, and develop tools to help measure gaps and progress.

Federal institutions across Canada reported achievements and challenges in implementing the *Canadian Multiculturalism Act* during 2007-2008. Submissions were received from 114 institutions including federal departments, Crown corporations, agencies, and offices established to perform a government function through legislation or a Governor in Council appointment.

The majority of federal institutions reporting in 2007-2008 have appointed a senior manager responsible for implementing multiculturalism.

The majority of institutions reported that they did not face barriers or challenges in implementing the Act.

In the past year, 11 federal institutions reported notable achievements that best illustrate the work of their institutions to implement the Act. These include promoting Canadian multiculturalism both at home and abroad, undertaking initiatives to ensure equality of opportunity for the employment of all Canadians, and promoting the full participation of all in Canadian society.

Several institutions have improved services and promoted federal programs to different communities by airing advertising campaigns in multiple languages besides English and French, and through outreach activities. Consultations with diverse communities were held in areas such as commemoration, diversity and official languages, community relations, housing, and banking.

INTRODUCTION

On July 21, 1988, the *Canadian Multiculturalism Act: An Act for the preservation and enhancement of multiculturalism in Canada* received Royal Assent. It was unanimously passed in both the House of Commons and the Senate. While acknowledging Canada's strong legislative framework for human rights, citizenship, and the prevention of discrimination, the legislation enacted into law Canada's multiculturalism policy, outlined a specific mandate for the minister responsible for multiculturalism, and assigned all ministers the authority to implement the policy within their respective mandates.

Under section 8 of the *Canadian Multiculturalism Act*, the minister responsible for multiculturalism is required to prepare and table in Parliament an annual report on the operation of the Act. The Report highlights activities carried out across federal institutions and results achieved in the previous fiscal year, in this case April 1, 2007 to March 31, 2008.

On October 30, 2008 the Honourable Jason Kenney was appointed Minister of Citizenship, Immigration and Multiculturalism. At the same time, responsibility for multiculturalism was transferred from the Department of Canadian Heritage, to the Department of Citizenship and Immigration.

The 2007-2008 report is the 20th report tabled in Parliament detailing the Government of Canada's efforts to implement the multiculturalism policy. It also marks the first multiculturalism annual report to Parliament by Citizenship and Immigration Canada.

This report is divided into three parts.

Part 1 details Canada's shifting demographics related to diversity, demonstrates the evolution of federal practices in twenty years of implementing the *Canadian Multiculturalism Act*, and looks back on twenty years of reporting to Parliament.

Part 2 highlights the main achievements of the Multiculturalism Program in the past year.

Part 3 describes key achievements and challenges as federal institutions carry out their activities in a way that is sensitive and responsive to the multicultural reality of Canada and provides an overview of various initiatives undertaken across federal institutions to implement the *Canadian Multiculturalism Act*.

2007-2008
Mathieu Da Costa Challenge
Winning Artwork
Ages 13-15

Isabelle Langlois
Title: Un Canada de couleurs, c'est bien plus beau!

Collège De Sainte-Anne-De-La-Pocatière
La Pocatière, Quebec

2007-2008
Mathieu Da Costa Challenge
Winning Artwork
Ages 13-15

Isabelle Langlois
Title: Un Canada de couleurs, c'est bien plus beau!

Collège De Sainte-Anne-De-La-Pocatière
La Pocatière, Quebec

PART 1:

20 Years of the *Canadian Multiculturalism Act*

Highlights:

- The 20th anniversary of the *Canadian Multiculturalism Act* in 2008 presents an opportunity to look back on the past 20 years of reporting and look forward to Canada's growing diversity as an important part of Canadian society.
- Data from the 2006 Census is clear: the Canadian population is increasingly diverse and according to Statistics Canada projections, the racial, ethnic, linguistic and religious diversity of the country will continue to increase - underscoring the pressing need to promote integration.
- On the occasion of this 20th edition of the Annual Report, federal institutions were asked how their institution has changed or evolved to respond to Canada's increasing diversity and to create an inclusive society in which Canadians of all backgrounds can participate. Responses from seven federal institutions are included. Their responses demonstrate that federal institutions have taken Canada's multicultural reality into consideration in a wide range of areas such as economic, social, international and government affairs.
- As the diversity of Canada has changed, so has the implementation of the *Canadian Multiculturalism Act*. During the late 1980s and early 1990s institutions focused on building awareness of multiculturalism and examining existing policies to ensure they corresponded with the principles of the Act. In subsequent years, federal institutions focused on ensuring their practices were open to all. Today, many federal institutions are focusing on activities aimed at integration.

The 20th anniversary of the *Canadian Multiculturalism Act* presents an opportunity to look back on the past 20 years of reporting and look forward to the future of multiculturalism as an intrinsic part of Canadian society. Part 1 of the 2007-2008 annual report reflects on the years since the Act received Royal Assent and how multiculturalism has changed and continues to evolve to adapt to changing social realities.

As part of this retrospective the following pages will detail Canada's shifting demographics related to diversity and will demonstrate the evolution of federal practices to recognize and promote the understanding of multiculturalism as a fundamental characteristic of Canadian heritage and identity.

Diversity in Canada

Data from the 2006 Census is clear: the Canadian population is increasingly diverse and according to Statistics Canada projections, the racial, ethnic, linguistic and religious diversity of the country will continue to increase. These changes present new challenges to government institutions as the needs of Canadians also change with the diverse population.

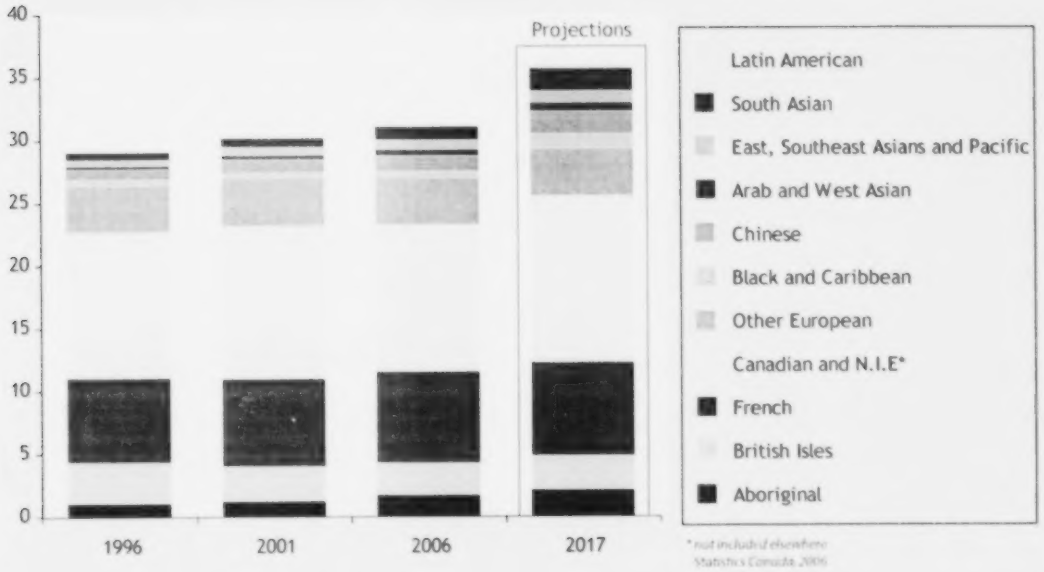
Canada's history is built upon three key elements of diversity. The first element is the Aboriginal population, which includes First Nations, Inuit and Metis. The second element is linguistic duality, with French and English as official languages. The third element is Canada's ethnic, racial, cultural and religious diversity. All are united in the institutions of our parliamentary democracy.

The 2006 Census enumerated 1,678,200 individuals who reported Aboriginal ancestries, either alone or in combination with other origins. Descendants of the First Peoples of Canada represented 5.4% of the country's total population. The past decade has seen a significant increase in the number of people who identified themselves as Aboriginal. Between 1996 and 2006 this number grew by 45 percent, and is nearly six times greater than the 8 percent rate of population increase for non-Aboriginal Canadians. Almost half (48 percent) of the Aboriginal population consists of children and youth aged 24 and under.

The mother tongue of the large majority of Canadians is identified as English or French. In 2006, 67 percent of the population reported English as their mother tongue, while 22 percent indicated French. Also, over a million people (3 percent of the population) listed Chinese as their mother tongue. Italian and German were each reported by another 2 percent of the population. Punjabi, Spanish, Portuguese, Polish, Arabic, Tagalog, and Ukrainian were each reported by close to 1 percent of the overall population.

Immigration to Canada has increased the ethnic diversity of the nation's population. The 2006 Census reported more than 200 different ethnic

Figure 1: Diversity in Canada 1996-2006, and 2017 projections

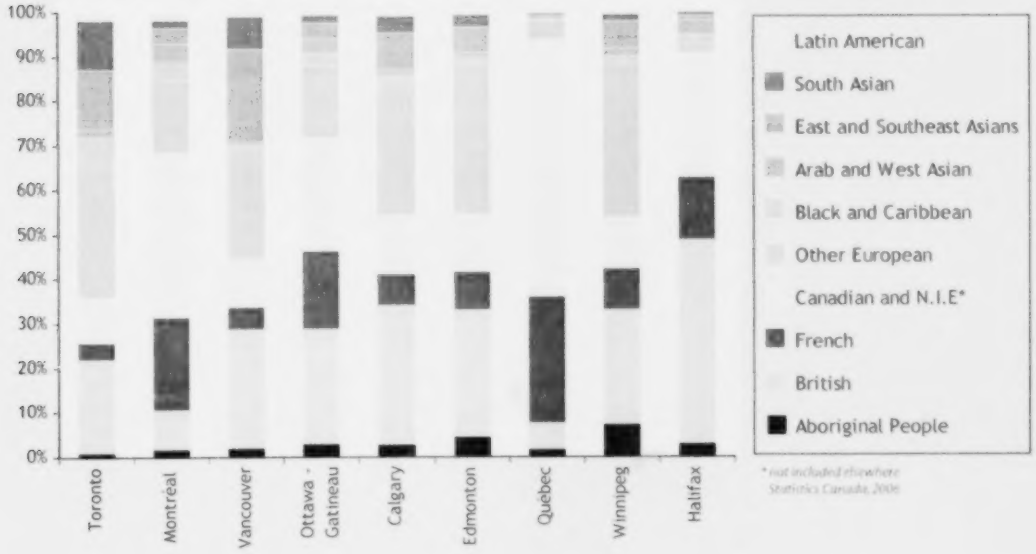


origins. Ethnic origin refers to the ethnic or cultural origins of the respondent's ancestors, usually more distant than a grandparent. The largest group reported Canadian as their ethnic ancestry (just over 10 million), either alone (5.7 million) or with other origins (4.3 million). The other most frequently cited origins were English (6.6 million), French (4.9 million), Scottish (4.7 million), Irish (4.4 million), German (3.2 million), Italian (1.4 million), Chinese (1.3 million) North American Indian (1.3 million), Ukrainian (1.2 million) and Dutch (1.0 million).

The incidence of people reporting multiple ethnic ancestries has also risen since the last census. In 2006, 41.4 percent of the population reported more than one ethnic origin, compared to 38.2 percent in 2001 and 35.8 percent in 1996. In 2006, 47.6 of the Canadian-born population reported more than one ethnic origin, compared with 17.2 percent of the foreign-born population. The incidence of people reporting multiple ethnic origins may be explained by an increased number of marriages and common-law unions among ethnic groups and a heightened awareness of family heritage.

Diversity in Canada can also be expressed in terms of religion. According to growth trends established between 1991 and 2001, the non-Christian population in Canada is expected to experience an unprecedented growth between 2001 and 2017. Among non-Christian faiths, the Muslim, Hindu and Sikh religions are expected to

Figure 2: Diversity in Census Metropolitan Areas (CMAs) (Composition of the Largest CMAs, 2006)



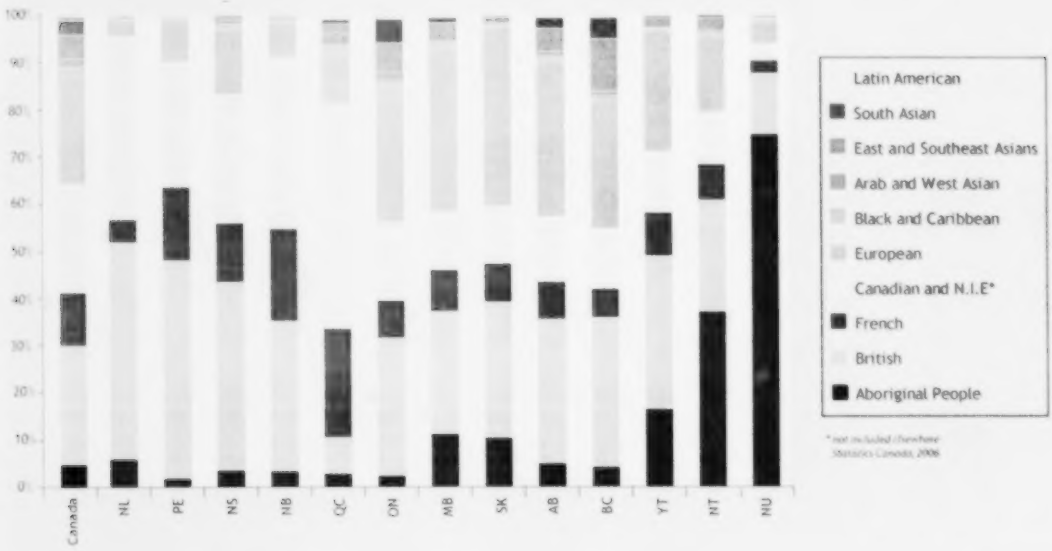
see their membership increase by 145 percent, 92 percent and 72 percent respectively. Christianity continues to be the numerically most important religion in Canada.

Most of Canada's visible minority population (95.9 percent) live in or around urban centres, also referred to as census metropolitan areas. A census metropolitan area is an area consisting of one or more neighbouring municipalities situated around a major urban core. In 2006, almost three-quarters of Canada's visible minority population lived in the census metropolitan area of Toronto (2.2 million), Vancouver (875,000) or Montreal (590,000). In addition to this, the census metropolitan areas of Calgary, Ottawa-Gatineau, Edmonton and Winnipeg were each home to at least 100,000 visible minorities. Increasingly, visible minority communities are moving from the urban core to suburb and exurb communities.

More information on the 2006 Census results on ethnicity and visible minority characteristics of the Canadian population are available in the analytical report entitled "Canada's Ethnocultural Mosaic, 2006 Census", Statistics Canada, Catalogue No. 97-562-X, available at: www12.statcan.ca/english/census06/analysis/ethnicorigin/index.cfm

Definitions regarding diversity-related characteristics of the Canadian population and the geographical units used in the census are available in the 2006 Census definitions at: www12.statcan.ca/english/census06/analysis/ethnicorigin/definitions.cfm

Figure 3: Diversity in the Provinces and Territories (Composition of the Provinces and Territories, 2006)



Building an Inclusive Society

Canada's diversity is seen as strengthening the country by building an inclusive society which values differences and fosters a sense of belonging.

The *Canadian Multiculturalism Act* reaffirms multiculturalism as a fundamental characteristic of Canadian society. It encourages federal institutions to uphold longstanding values of respect, fairness, and equality with respect to members of diverse groups. The Act helps protect the rights of all Canadians, fosters the full participation of all members of society, celebrates Canada's diverse heritage, and recognizes the vast contributions of all Canadians regardless of their ethnic, cultural, racial, religious, and linguistic backgrounds. It encourages federal institutions to respond to the needs of all Canadians of all backgrounds in their programs, policies, and services.

The first Annual Report to Parliament, for 1988-1989, stated that the report presented an opportunity to reflect on the degree to which federal institutions were aware of the Act, understood the policy, and were taking steps to apply it.

On the occasion of this 20th edition of the Annual Report, federal departments, agencies

and Crown corporations were asked how their institution had changed or evolved to consider and respond to Canada's increasing diversity and to create an inclusive society in which Canadians of all backgrounds can participate. Their responses demonstrate that federal institutions have taken Canada's multicultural reality into consideration in a wide range of areas such as economic, social, international and government affairs.

Consistent with the *Canadian Multiculturalism Act*, several federal institutions have described how they are now sensitive and responsive to this reality in areas such as policy and program development, service delivery, consultations and employment opportunities. The following is a sample of the responses received from federal institutions:

CANADIAN FOOD INSPECTION AGENCY (CFIA)

"Since the Canadian Food Inspection Agency's inception in 1997, Canada's demographic make-up has been changing at a fast pace. With immigration continuing to increase and accounting for a large percentage of the country's population, the Agency has found itself facing demands for a larger variety of ethnic and imported foods from an ever increasing number of countries. This demand, coupled with increasing globalization has meant that the Agency has had to change and evolve at a fast pace to keep up with consumers needs.

To sustain the demand for this large variety of foods, Canadian imports and exports that are subject to CFIA regulation have increased by 45.6 percent in the past eleven years. At this point in time, a large proportion of the food that is imported into Canada is coming from developing countries which have emerged as trading partners in recent years because of the rise in immigration from these parts of the world."

CANADIAN SECURITY INTELLIGENCE SERVICE (CSIS)

"Since the inception of CSIS in 1984 as a separate employer, which derived from the RCMP, our workforce has evolved from a homogenous white male environment into a multicultural and diverse employer which represents a large cross-section of the Canadian population.

We have gone from being very secretive to becoming more transparent. In order for CSIS to continue protecting Canada's national security interests and the safety of all Canadians, we needed to reflect this diversity and have achieved this by building relationships with our clients and by communicating our role so they may attain a better understanding of our organization.

As Canadians we all have a role to play in order to combat today's threat environment."

DEPARTMENT OF CITIZENSHIP AND IMMIGRATION (CIC)

"The Department of Citizenship and Immigration's (CIC) Settlement Program is an integral part of Canada's immigration system and of fulfilling the Government of Canada's goal for a diverse society that promotes linguistic duality and social inclusion. As such, CIC's Settlement Program plays a major role in supporting immigration, multiculturalism and diversity by supporting newcomers in their settlement

toward longer-term integration in Canada. Over the years, CIC's support for the integration of newcomers to Canada has evolved along with the changing needs of this diverse population.

The Settlement Program is aligned with CIC's mission and is central to fulfilling one of the Department's strategic objectives – *successful integration of newcomers into society and the promotion of Canadian citizenship*, which indirectly supports government-wide priorities for diversity and multiculturalism in Canada.

While Canada has reaped the benefits of immigration, issues and challenges in newcomer settlement are ever-present. Evolving economic and social factors, as well as emerging domestic and global issues continue to impact newcomers and place pressure on CIC to sustain settlement programming that is flexible enough to adapt to changes and responsive enough to meet the emerging needs of newcomers. Recently, CIC developed a modernized approach to supporting successful settlement that aims to better respond to newcomer needs and address the barriers newcomers face in the current economic, social and cultural landscape in Canada. This new approach involves increased flexibility, efficiency, accountability and planning, while focusing on assessing needs and enhancing outcomes.

On October 30, 2008, the responsibility for multiculturalism was transferred from the Department of Canadian Heritage to CIC. The transfer of the Multiculturalism Program to CIC will allow for greater coordination between the Government's settlement programs for newcomers and its programs to promote further inclusion, participation and shared citizenship."

DEPARTMENT OF NATIONAL DEFENCE/CANADIAN FORCES (CF)

"The face of the Canadian Forces is changing rapidly. We are becoming more and more a multi-ethnic and multi-cultural force. Of the last 7,002 new recruits into the CF the demographics have shifted markedly. Of those 7,002 new members they are: Women 15%; Aboriginal People 4%; Visible Minorities 8% and Persons with Disabilities 2%. The need to reflect Canadian diversity in the Canadian Forces is mission critical. (...)"

TELEFILM CANADA

"Telefilm Canada's role in Canadian society resonates with key aspects of the Multiculturalism Policy. Since its origins in 1967, the Corporation has been supporting creators from various communities in the development and promotion of audiovisual productions that reflect the diversity of Canada. In this way, Telefilm has contributed to fostering full participation of all members of society, celebrating Canada's diverse heritage, and enhancing understanding of and respect for the diversity of the members of Canadian society. Through the support of a portfolio of projects that reflect a diversity of format, genre, budget, content and talent, Telefilm Canada has made it possible for Canadian screenwriters, directors, producers, distributors, technicians, performers and new media creators to pursue careers in Canada, and to work in their region and in the official or Aboriginal language of their choice. In recent

years, Telefilm has played a significant role in the development of industry professionals from Canada's Aboriginal, cultural and official-languages minority communities. (...) Policies at Telefilm Canada have also developed over time alongside Canada's evolving legislative framework. (...)"

VIA RAIL

"VIA Rail's market is becoming more diverse; not only in terms of the expansion of our international marketing efforts abroad, but also here at home. In response to the increasingly diverse multicultural make-up of the Canadian market, VIA has successfully tailored its services and product offerings to accommodate specific needs and desires of its customers. This has touched various elements of our services including menu offerings and in the recognition and acceptance of varying religious and cultural traditions.

Similar changes and accommodations have arisen in response to the increased cultural and religious diversity found in our workforce. (...) VIA's internal policies have changed over the years and will continue to evolve in response to this trend..."

WESTERN ECONOMIC DIVERSIFICATION CANADA (WD)

"Western Economic Diversification Canada is proud of its contributions to multiculturalism under the *Canadian Multiculturalism Act*. Since 1988, the department has demonstrated a commitment to investing in projects and research aimed to better understand and create a modern western economy, which is diverse, accessible and inclusive of all Canadians. At a departmental level, WD strives to ensure the same commitment by constantly strengthening its internal policies and approaches to capitalize on the benefits of an inclusive, multicultural society."

20 Years of Reporting to Parliament

For 20 years, the main focus of the annual report on the operation of the *Canadian Multiculturalism Act* has been reporting on the activities of the federal government during the previous year. While the report structure has changed, two elements have remained constant: information about multiculturalism programming, and information about what federal institutions are doing to implement the Act. Reporting on the activities of departments, agencies and Crown corporations has always formed a major component of the document.

"As society evolves, Canada's multiculturalism policy continues to evolve and respond to emerging challenges."

Former Secretary of State (Multiculturalism and Canadian Identity)
Jason Kenney

Speech at the Colloquium on Strengthening Canadian Identity in a Safe and Secure Canada (Circle of Canadians), May 21, 2008

As the diversity of Canada has changed, so has the implementation of the *Canadian Multiculturalism Act*. Since the first report for 1988-1989, the activities of federal institutions to implement the Act have deepened and become more comprehensive. Institutions' activities to foster the full participation of all Canadians economically, socially and culturally have grown over time. For example, during the late 1980s and early 1990s institutions focused on building awareness of multiculturalism and examining existing policies to ensure they correspond with the principles of the Act. In subsequent years, federal institutions focused on ensuring their practices were equitable, accessible, inclusive, and free from systemic barriers. Today, many federal institutions are focusing on activities aimed at integration, accommodation, and participation.

Beyond reporting from federal institutions, the content of the Annual Report has also frequently reflected issues of the day. From 1988 to 2007, annual reports have described how federal institutions have addressed or understood the issues of the day within the context of Canadian multiculturalism. Previous annual reports have described struggles among Canadians with the concept of multiculturalism, federal responses to the impact of domestic and international crises on multicultural communities, and hate, racism and discrimination. In all cases, each Annual Report represents a snapshot in time. They illustrate sensitivity and responsiveness on the part of the federal government to Canada's multicultural reality, and to expanding or revising policies, programs and practices to consider this reality.

Canada has changed significantly since 1988. Multiculturalism programming has also undergone changes over 20 years of reporting to Parliament. At the time of the first report to Parliament for 1988-1989, multiculturalism funding spanned three programs addressing race relations and cross-cultural understanding, heritage cultures and languages, and community support and participation. Following a review of multiculturalism programming activities, a renewed program mandate was launched in 1997 with three program goals: social justice, civic participation, and identity. From 2002-2005 the Program had funding priorities to foster cross-cultural understanding, combat racism and discrimination, promote shared citizenship, and make Canadian institutions more reflective of Canadian diversity. In 2008, program priorities shifted to support economic, social, and cultural integration of new Canadians and ethnocultural communities, facilitate programs for at-risk youth, and promote intercultural understanding and Canadian values of democracy, freedom, human rights, and rule of law.

Canada's approach to multiculturalism has often been described using metaphors which have also changed over time: from the "cultural mosaic" of the 1970s, to a "level playing field" in the 1980s, to "belonging" in the 1990s and early 2000s, and to the current "harmony-jazz." Harmony-jazz captures the spirit of integration in a Canadian context – harmonious interaction between and among communities, anchored in the structure of Canadian values, within which pragmatic improvisation facilitates a dynamic of integration and accommodation to ensure the full participation of all in Canadian society.

2007-2008
Mathieu Da Costa Challenge
Winning Artwork
Ages 9-12

Kanika Lawton
Title: Celebrate Canada's Diverse Heritage

Edith McDermott Elementary School
Pitt Meadows, British Columbia

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PART 2:

The Multiculturalism Program

Highlights:

- As in previous years, the Multiculturalism Program continues to undertake public education initiatives, conduct research and policy development, and undertake activities to support civil society and public institutions.
- In February 2008, the Government of Canada celebrated Black History Month by marking the 175th anniversary of the *British Imperial Act* of 1833, which abolished slavery throughout the British Empire.
- Details were finalized for both the Community Historical Recognition Program and the National Historical Recognition Program. The Historical Recognition Programs respond to the Government of Canada's commitment to recognizing and commemorating the historical experiences of cultural communities affected by immigration restrictions and wartime measures which were applied in Canada, and to educate Canadians in this regard. Further information about Historical Recognition programs is available online at: www.cic.gc.ca/multi/rdrss/hrp-eng.asp
- New program priorities for grants and contributions funding were announced for the Multiculturalism Program. Program guidelines are now available online at: www.cic.gc.ca/multi/pgm/index-eng.asp

Introduction

The Multiculturalism Program promotes an awareness of and aims to address barriers related to ethnicity, race, culture and religion, and aims to remove barriers that prevent the full participation of all Canadians in Canadian society. The Program encourages federal institutions to examine their policies, programs and outreach activities and supports their obligations under the *Canadian Multiculturalism Act*. The Multiculturalism Program also strengthens partnerships with other levels of government, institutions, individuals and community groups in order to respond to Canada's changing diversity.

As in previous years, the Multiculturalism Program continues to undertake public education initiatives, conduct research and policy development, and undertake activities to support civil society and public institutions. The remainder of this chapter will describe activities undertaken in 2007-2008 among these four areas.

Public Education and Promotion

The outreach and promotion activities of the Multiculturalism Program encompass initiatives that raise awareness, understanding and inform public dialogue about multiculturalism and eliminating all forms of racism. In collaboration with public and private partners in the educational sector as well as community groups, the Multiculturalism Program produces and disseminates educational materials and organizes events and activities geared toward combating racism and strengthening cross-cultural understanding. It reaches out to youth through activities such as the *Racism. Stop It!* National Video Competition, the Mathieu Da Costa Challenge, and to the general public through culturally diverse initiatives such as Black History Month, Asian Heritage Month and Canada's participation in the Task Force for International Cooperation on Holocaust Education, Remembrance and Research. The following section highlights some of the activities carried out in 2007-2008.

BLACK HISTORY MONTH

Black History Month, celebrated every February, provides an opportunity to discover and recognize the key role played by Canadians of African and Caribbean origin in the history of our country. Canadians across the country are invited to participate in the celebrations and events honouring the contribution of this community to the building of Canada.

In 2008, Black History Month marked the 175th anniversary of the *British Imperial Act*, which abolished slavery throughout the British Empire.

In 1793, Governor John Graves Simcoe's Act on the abolition of slavery was enacted in Upper Canada. This Act was a step towards the total eradication of slavery: for instance, it formally prohibited the introduction of slaves in Upper Canada and allowed the granting of freedom to all slaves aged 25 or over. Upper Canada thus became a haven for runaway slaves. Approximately 30,000 black people took refuge in Canada between 1800 and 1865 through the Underground Railroad. The *British Imperial Act*, which received Royal Assent in 1833 and became law the following year, abolished slavery in all British colonies. In 2008, Black History Month celebrated Canada's contribution in the fight against slavery.

A number of activities were organized across the country to celebrate this important anniversary. Follow the North Star, a musical and cultural public education presentation, produced in collaboration with Canadian actor and producer Anthony Sherwood, was created specifically to honour the memory of the millions who suffered, and pay tribute to the courage and moral convictions of the Canadian heroes who campaigned for the abolition of slavery. Local showings were held in Halifax, Montréal, Toronto and Vancouver. Approximately 1,000 people saw Follow the North Star throughout the country.

The photo exhibit "On The Road North – Black Canada and the Journey to Freedom" was developed by the Parks Canada Agency, in cooperation with the Multiculturalism Program. It showcases people, locations and events that provided an exceptional and lasting contribution to Canadian history, as selected by the Historic Sites and Monuments Board of Canada, and that are also of significance to Canada's Black community. The exhibit is hosted by the Virtual Museum of Canada, and can be found at www.virtualmuseum.ca/blackhistory/index.html.

Black History Month was launched on Parliament Hill, in the presence of approximately 300 people, including the Honourable Jason Kenney, former Secretary of State (Multiculturalism and Canadian Identity), Members of Parliament, diplomatic representatives, as well as community and institutional leaders. Guests were treated to a presentation of Ebony Road: An African Canadian Journey, a historical play written by Barbary Brockmann, directed by Dale Haward and featuring students from the Fisher Park High School, in Ottawa. The play tells the story of Canadians of African and Caribbean origin in Canada through monologues recited by historical figures such as Mathieu Da Costa, Josiah Henson, John Ware, Viola Desmond and Willie O'Ree.

An educational tour also traveled across Canada, featuring Maryse Legagneur's film Au nom de la mère et du fils (In the Name of the Mother and the Son). The film depicts the life of a family who moved to Canada from Haiti to raise two sons and paints a portrait of life in the Montreal neighbourhood of Saint-Michel. The film illustrates a quest for hope and freedom and portrays a prejudice affecting young Quebecers of Haitian origin.

At the Louis Riel School, in Winnipeg, some students who are African refugees were deeply moved by the message of peace conveyed in the movie. As director Maryse Legagneur said, "They mentioned how good it felt for them to see black Canadian role models come to their school with a message of peace. It gave them courage and hope, as they continue to try and integrate in this country and take the place to which they are entitled." [translation]

Throughout Black History Month, the Multiculturalism Program worked closely with several partners, such as Anthony Sherwood, Karolyn Smardz-Frost, Black History Ottawa, and the Haitian, Caribbean and Afro-Canadian International Documentation and Information Centre. Their involvement helped make the 2008 edition of Black History Month a success.

THE *RACISM. STOP IT!* NATIONAL VIDEO COMPETITION

The *Racism. Stop It!* National Video Competition encourages youth aged 12 to 18 to create a video expressing their thoughts on eliminating racism. In 2007-2008, 1,956 youth participated in the competition resulting in a record 503 video entries from across Canada. Thirty anti-racism workshops were held in partnership with the **National Film Board of Canada** to promote participation in the nation-wide contest.

Winners were awarded a three-day, all-expenses paid trip to Canada's Capital Region. The winning schools received a Panasonic Digital Palmcorder Multicam Camcorder, courtesy of Panasonic Canada.

"A great way to make students aware of the world around them and teach them that they can make a positive difference."

Anonymous quote (2008 National Video Competition Survey).

"We had a great time! We couldn't have asked for much more. It was truly a great experience for all! I had many positive comments from my students and parents during the trip and upon our return. Hats off to all at Canadian Heritage. You have a great program here!"

Anonymous quote (2008 National Video Competition Survey).

The 10 winning videos were edited into 30-second public service announcements that were broadcast on **CBC/Radio-Canada**.

The *Racism. Stop It!* National Video Competition was a success thanks to the collaboration of our partners, CBC/Radio-Canada, Panasonic Canada Inc., Canada Post, the National Film Board of Canada, the Canadian Museum of Civilisation and Les Suites Hotel Ottawa.

Winning videos can be viewed at: www.march21.gc.ca

ASIAN HERITAGE MONTH

The month of May marks Asian Heritage Month and in acknowledgement of the diversity and the long and rich history of Asian Canadians, the Multiculturalism Program develops a series of activities each year with key cultural groups and other partners such as the Ottawa Asian Heritage Month Society. It provides an opportunity for Canadians across the country to reflect on and celebrate the contributions of Asian-Canadians to the growth and prosperity of Canada.

To commemorate the 60th anniversary of the Repeal of the *Chinese Immigration Act* of 1923, and the 50th anniversary of the Election of the First Chinese Canadian Member of Parliament, Douglas Jung, a special screening for the general public was held in the National Capital Region showcasing the production, I Am The Canadian Delegate. This documentary, produced and directed by Wesley Lowe, traces the life of Douglas Jung (1924-2002), a decorated World War II veteran, Canada's first Chinese Canadian Member of Parliament and Canada's delegate to the United Nations. The screening and reception were held at Library and Archives Canada in Ottawa, Ontario and reached approximately 400 viewers.

The Multiculturalism Program also sponsored eight other film screenings across the country. Events were held in the following locations: Charlottetown, Prince Edward Island; Moncton and Fredericton, New Brunswick; Toronto, Ontario; Brandon and Winnipeg, Manitoba; Yellowknife, Northwest Territories; and Vancouver, British Columbia.

> "Anything that increases awareness of our own country is valuable! MDC challenge introduces kids to a whole bunch of valuable notions: 1. we have heroes, 2. our heroes are a reflection of our diversity since our countries inception. This is one of the most important things I do in Language Arts each year."
>
> *Anonymous quote*
> *(2008 Mathieu Da Costa Challenge Survey).*

THE MATHIEU DA COSTA CHALLENGE – NATIONAL WRITING AND ARTWORK CONTEST

The Mathieu Da Costa Challenge – National Writing and Artwork Contest provides the opportunity for youth aged 9 to 18 to discover and celebrate the contributions made by Canadians of Aboriginal, African and other backgrounds. In 2007-2008, the Multiculturalism Program received over 1,100 entries from youth across Canada making this year's competition one of the most successful to date.

The 2008 Challenge was a success thanks to the collaboration of our partners, the Canadian Library Association, the Historica Foundation of Canada and the Parks Canada Agency.

In 2008, the awards ceremony was held in Québec City to commemorate the 400th Anniversary of the founding of the City of Québec; an anniversary that has Canada-wide significance. This celebration showcased 400 years of French civilization in North America, and four centuries of Québec as a meeting place for people of diverse ethnic and religious backgrounds. Youth were encouraged to consider using the theme of Québec City's 400th anniversary in their contest entries. More information can be found at: www.mathieudacosta.gc.ca

TASK FORCE FOR INTERNATIONAL COOPERATION ON HOLOCAUST EDUCATION, REMEMBRANCE, AND RESEARCH

The Task Force for International Cooperation on Holocaust Education, Remembrance and Research (ITF) was established in 1998, and consists of representatives of states and numerous non-governmental organizations dedicated to placing the support of political and social leaders behind the need for Holocaust education, remembrance, and research, both nationally and internationally.

In the spring of 2007, Canada decided to seek membership in the ITF and was granted Observer status in June of the same year. The ITF membership process takes place in three stages. The Multiculturalism Program, in conjunction with the Council of Ministers of Education, Canada (CMEC) completed a Baseline Study on Holocaust Education, Remembrance and Research in Canada in spring 2008. The Baseline Study is a requirement to move forward to the next stage of membership, Liaison status.

Information for Canada's Liaison Baseline Study was provided by institutions across the federal government, provincial and territorial ministries of education and civil society organizations. The intention was to develop a Baseline Study that provides a broad picture of the state of Holocaust education, remembrance and research in Canada.

Canadian involvement in the ITF is a symbol of an ongoing commitment to fighting all heinous acts based on race, religion or ethnicity. In this area, Canada has a robust legal framework as well as a long history of involvement and support for initiatives that raise public awareness and understanding on a range of issues aimed at combating racism, discrimination and hate crimes.

Historical Recognition Programs

The Government of Canada also works to ensure that Canadians have a sense of their Canadian identity through engagement and inclusion initiatives, such as the Historical Recognition Programs.

The Historical Recognition Programs respond to the Government of Canada's commitment to recognizing and commemorating the historical experiences of cultural communities affected by immigration restrictions and wartime measures which were applied in Canada, and to educate Canadians in this regard. The Government of Canada believes that these programs will help to bring closure to the affected communities who have made significant contributions to the shaping of this country.

CHINESE HEAD TAX

In 2006, Prime Minister Stephen Harper offered a full apology to Chinese-Canadians for the Head Tax and expressed deep sorrow for the subsequent exclusion of Chinese immigrants. The *Chinese Immigration Act* of 1885 imposed a Head Tax on Chinese newcomers until 1923, after which Canada's *Immigration Act* of 1923 effectively banned Chinese immigrants until 1947. Similarly, a Head Tax was imposed on Chinese immigrants to Newfoundland and Labrador from 1906-1949.

The apology was offered in recognition of the stigma and hardship the Head Tax caused the Chinese community to experience and to formally turn the page on an unfortunate period in Canada's past. Tied to the formal apology, the Government of Canada provides *ex-gratia* symbolic payments of $20,000 to living Head Tax payers and to persons who were in a conjugal relationship with a now-deceased Head Tax payer.

At the end of March 2008, the Department of Canadian Heritage had received a total of 802 applications (53 applications from Head Tax payers and 749 applications from conjugal partners) and made 646 ex-gratia payments to eligible applicants (46 payments to Head Tax payers and 600 payments to persons who were in a conjugal relationship with now-deceased Head Tax payers), for a total of $12,920,000. The final number of applications and the full amount issued for Chinese Head Tax ex gratia symbolic payments will be available for the 2008-2009 Annual Report.

COMMUNITY HISTORICAL RECOGNITION PROGRAM AND NATIONAL HISTORICAL RECOGNITION PROGRAM

In 2007-2008, the Government of Canada finalized details for the Community Historical Recognition Program (CHRP) and the National Historical Recognition Program (NHRP).

The CHRP provides funding for community-based projects that allow those communities affected by wartime measures and immigration restrictions that were applied in Canada to

have their experiences acknowledged in a way that is meaningful to them, and to promote their respective contributions to the shaping of Canada. Eligible projects include monuments, commemorative plaques, educational material and exhibits.

The NHRP funds federal initiatives to educate Canadians, particularly youth, about Canada's history linked to wartime measures and immigration restrictions.

Overall, the CHRP and NHRP will allow the Government of Canada to respond positively to requests of affected cultural communities to make their stories known to their fellow Canadians, contributing to increased cross-cultural understanding and social cohesion within our society.

For more information on Historical Recognition Programs please visit the following website: www.cic.gc.ca/multi/rdrss/hrp-eng.asp

Research and Policy Development

The Multiculturalism Program continued in 2007-2008 to conduct research and seek policy partnerships, domestically and internationally, to enrich our understanding of Canadian multiculturalism.

The Research Group is a part of the Multiculturalism Program that provides research products and services for policy and program development. The Group supports evidence-based approaches to multiculturalism policy and programming.

The Group's research cycle extended for two fiscal years, 2006-2008. In 2007-2008, the focus was on dissemination of research and knowledge sharing, as the Group worked with partners in government, academia, and the voluntary sector to disseminate its research products through conferences, events and research seminars and publications.

The following are examples of different activities that were either organized by the Group or in which the group actively participated, in 2007-2008.

The 12th International Metropolis Conference

MELBOURNE, AUSTRALIA

The 12th International Metropolis Conference was held in Melbourne, Australia in October 2007. Over 600 delegates from 40 countries attended this conference which provided a forum to foster the exchange of knowledge and encouraged dialogue among researchers, policy-makers and community representatives on multiculturalism and diversity.

As a major partner and stakeholder in the Metropolis Project, the Multiculturalism Program played a key role in this conference by

organizing three workshops. The first workshop focused on methods that could be adopted to measure anti-racism initiatives. The second workshop explored the issue of public responses to affirmations of religious identity. The third session examined issues relating to migration and inclusion of Aboriginal youth.

Notably, the Honourable Jason Kenney, former Secretary of State for Multiculturalism and Canadian Identity, delivered a policy address.

Forum on Religious Diversity

GATINEAU, QUÉBEC

On February 27, 2008 the Research Group, in collaboration with Canadian Heritage, organized a forum entitled *Religious Diversity in Canada*. The purpose of this event was to showcase research commissioned by the Research Group on religious diversity in Canada, and build on findings in order to generate discussions for policy development.

The full-day event featured three panel discussions that explored key issues related to religion and faith in Canada, and engaged in dialogue to explore realities and to dispel myths surrounding religious minorities in the country. Speakers at the forum included academic researchers, community members and senior departmental officials. More than 100 participants across the federal government attended the forum.

Of interest, a special publication of Canadian Diversity Magazine entitled *"Religious Diversity and Canada's Future"* was released by the Association for Canadian Studies in partnership with the Research Group, and was widely distributed at the event.

Support to Civil Society

The Multiculturalism Program provides financial assistance (grants and contributions) to civil society through project funding, in order to facilitate and strengthen support for economic, social and cultural integration in Canada. These projects address issues affecting ethnocultural and racial communities with the goal of fostering increased participation in society, while addressing issues such as discrimination and racism. The following are some examples of the initiatives funded by the Multiculturalism Program through grants and contributions funding in 2007-2008. The examples illustrate the program's efforts to address the specific needs of local communities in a number of diverse regions across Canada.

Quebec Soccer Federation

MONTREAL, QUEBEC

The Quebec Soccer Federation, in partnership with the Fédération Internationale de Football Association (FIFA), launched an awareness campaign called "Non au racisme sur mon

terrain" ("no to racism on my turf") during the U-20 World Cup, held in Canada in 2007, inviting its 175,000 members and 18 regional associations to take a stand against racism and discrimination.

Officials made a clear statement against racism, and young players all over the province took action by signing a personal declaration by which they committed to report any act of racism they may witness, and see to it that sanctions are subsequently applied. The Quebec Soccer Federation presented the most significant messages on FIFA Day, on July 15, 2007, at Montréal's Olympic Stadium. These messages were integrated in a brochure distributed across the Quebec Soccer Federation, and a thematic workshop on intercultural relations was held for members, coaches, referees and volunteers to make sure this commitment towards providing racism-free environments to play soccer would not end with the campaign. The Multiculturalism Program contributed $24,000 in funding for this initiative.

Francophone Immigration in Atlantic Canada

NOVA SCOTIA AND PRINCE EDWARD ISLAND

Many francophone minority communities have recently adopted immigration strategies as a means to address population decline and to generate economic development opportunities. In 2007-2008, two projects were undertaken in Nova Scotia and Prince Edward Island that focused on the integration of newcomers in francophone minority communities.

The Comité de sensibilisation interculturelle, a parent-teacher committee from Prince Edward Island, developed a French-language educational booklet with assistance from the Multiculturalism Program ($12,000) which focuses on diversity and racism. The resource is comprised of three small booklets which have been assessed by educational professionals as age appropriate and potentially very effective for younger students and interested parents living in a Canadian rural environment to learn about diversity and inclusion, and to appreciate differences.

The Fédération acadienne de la Nouvelle-Écosse undertook a three-month initiative aimed at increasing the cultural competency of members of francophone minority communities in Nova Scotia. This was achieved through multiple activities such as the consolidation of key partnerships, the assessment of the community's needs, the establishment of an inventory of available resources on multiculturalism, and the development of a community action plan. The Multiculturalism Program contributed $20,000 to this initiative.

It is expected that both projects will result in increasing awareness of diversity and racism, promoting cross-cultural understanding among rural francophone communities, and improving their knowledge and ability to counter intoler-

ant or discriminatory behaviours. Overall, these programs will aim to contribute to a better integration of francophone newcomers and to improve the vitality of francophone minority communities.

Thompson Citizenship Council Inc.: "Strengthening Leadership & Youth Empowerment"

THOMPSON, MANITOBA

The Thompson Citizenship Council is a volunteer organization located in Thompson, Manitoba. It is dedicated to promoting multiculturalism, race relations and human rights education in northern Manitoba. It has promoted positive race relations movements at both local and provincial levels for the last 15 years.

Thompson is a small northern mining city and Census data shows the city is becoming increasingly multi-ethnic. Between 2001 and 2006, the visible minority population increased by almost 70 percent, while the Aboriginal population increased by 16.9 percent. Ethno-racial communities constituted 37 percent of Thompson's population in 2001 and grew to 41.5 percent by 2006.

Since 2001, the Thompson Citizenship Council documented incidents and expressions of racism towards Aboriginal people and visible minorities in Thompson, including racialized language and slurs, name-calling, fights and bullying.

The Strengthening Leadership & Youth Empowerment project aimed to address the impact of racism on Aboriginal People and ethnocultural minorities in the schools and the community in and around Thompson. It was co-funded by the Province of Manitoba and received $31,000 from the Multiculturalism Program over one year. The project's goal was to increase cross-cultural collaboration on concrete and effective actions to combat racism and to empower students, teachers and the community to effectively address racist behaviours by providing locally relevant anti-racism resources.

The Council developed and delivered 18 interactive, locally relevant workshops as a means to engage youth, community members and local educational institutions. The workshops took place in elementary and secondary schools, local universities and the community as a whole. Approximately 400 participants engaged in learning about diversity and racism, and gained practical skills to help identify strategies to address racism and promote inter-cultural understanding. Workshop participants and community partners collaborated with the Thompson Citizenship Council to organize events around March 21, the International Day for the Elimination of Racial Discrimination.

In the future, the Thompson Citizenship Council plans to promote the workshop as a best practice and use it in the community with new students, educators, parents and community partners. It will present the outcomes of this project as a success story and increase public dialogue about racism as a current social issue.

Involve Youth

TORONTO, ONTARIO

Involve Youth is a three-year community action and institutional development initiative by the City of Toronto to address civic engagement and access to decision-making by African-Canadian and other minority youth in public life. The Multiculturalism Program contributed $136,098 to this initiative, which began in April 2007. The initiative aims to engage four of Toronto's most impoverished neighbourhoods: Steeles-L'Amoureaux; Eglinton-East-Kennedy Park; Jamestown; and Lawrence Heights. These neighbourhoods exhibit on average, 26% more poverty, 19% more immigrants, and 42% more racial minority residents than in the city as a whole (2001 Census – Statistics Canada).

Minority youth have played an important role in substantiating the need for this Involve Youth initiative. Their recommendations have been featured in a number of consultation reports and surveys, such as the Toronto Youth Survey, 2005 and the Toronto Community Housing Corporation's Youth Strategy, 2005. Approximately 30 Caribbean and Somali youth who co-developed and participated in the Jamestown Youth Engagement Project, the proto-type model of Involve Youth, reiterated the importance of such initiatives during their December 2005 wrap-up session. A common message that emerged from the various surveys and focus groups over the last three years was that young people want opportunities to be involved and to affect change in their local communities.

The *Involve Youth* project works with local youth and agencies to create neighbourhood-based youth engagement mechanisms that will support minority youth to develop leadership skills to meaningfully participate in local decision making and to connect neighbourhood-specific youth concerns, solutions and initiatives to City Hall. Through the Involve Youth project, youth are supported in order to facilitate the development of the skills, confidence, strategies and knowledge to contribute to public life.

The project is implemented through skill-building and institutional learning field trips where youth are brought together to develop their confidence and skill-set. They are engaged in intergenerational collaboration and dialogue and encouraged to build positive relationships and connections with local adults and community agencies. This initiative also encourages youth-led actions, where activities are designed and delivered in order to allow youth to put into practice the skills and knowledge they are acquiring and to contribute to community-building.

Currently in its second year, the project has firmly established youth groups in three of the four neighbourhoods. The project reports that "skill development activities have assisted young people to develop important decision-making and problem-solving skills, develop meaningful relationships within their groups, and bolster self-esteem. These benefits are known to protect youth against risk-taking behaviours that can have a negative impact on their lives. In this phase, youth have begun recognizing and nurturing their strengths.

interests and abilities and have become increasingly motivated to become involved in activities at a local level." Currently 70-100 youth are directly engaged in the activities.

Through their engagement in this program, it is expected that youth will make significant contributions to the well-being of their communities. The supporting institutions will also have the benefit of direct access to new perspectives from significant African-Canadian and other minority constituencies, and communities will benefit through the establishment of sustainable youth advisory groups whose perspectives will contribute to a wide range of meaningful consultative and decision-making processes.

Eliminating Racism through Social Inclusion in Central Alberta

CENTRAL ALBERTA DIVERSITY ASSOCIATION

In 2008 the Central Alberta Diversity Association successfully completed a project entitled, Eliminating Racism through Social Inclusion in Central Alberta. The initiative was awarded $183,105 by the Multiculturalism Program and was implemented over three consecutive fiscal years (2005-2008). The project made a strong impact in the rapidly diversifying community of Red Deer and surrounding area, where both immigration and the presence of temporary foreign workers are steadily rising.

The Central Alberta Diversity Association's initiative included workplace diversity training, a diversity awareness campaign in schools and in the community, and a video contest on Racial Harmony. The project also included the development of a diversity assessment tool and workplace facilitators' guide to help Red Deer workplaces become more inclusive. The tools were piloted in two workplaces, notably the City of Red Deer and Family Services of Central Alberta.

In its diversity awareness campaign the Central Alberta Diversity Association reached 7,500 people and gave 200 workshops to heighten awareness about discrimination and share strategies about how to address it. For March 21, the International Day for the Elimination of Racial Discrimination, Central Alberta Diversity Association partnered with local schools where over 11,000 people participated in projects including multicultural celebrations, cultural drumming circles and group discussions about diversity. Teachers reacted positively to this project, and remarked that young students were not yet aware of the significance of March 21.

During each of the three years, the Central Alberta Diversity Association produced five special public service announcement videos originating from a contest on Racial Harmony. The winning videos were shown widely on local television, sending out positive messages created by Red Deer youth.

The Central Alberta Diversity Association reported that although there appears to be some resistance, especially to embracing diversity in the workplace, Red Deer and surrounding communities are eager to learn more about the creation of an inclusive com-

munity. Through the project, the association saw that its strength as an organization was as a community resource and a partner in schools, workplaces and institutions as they continue to adjust to an increasingly diverse population and seek to make Central Alberta a welcoming community.

Support to Public Institutions

The Multiculturalism Program assists public institutions by supporting projects that replace barriers to access and participation with policies and practices that are inclusive and sustainable. The following are several examples of projects supported by the Multiculturalism Program in 2007-2008.

United Nations Association in Canada (UNAC) – A Sense of Belonging

The objective of this project was to promote diversity and combat racism. In order to engage both minority and majority groups, the project involved local communities, youth, Elders, community leaders, organizations, governments, institutions and the media.

This project was a follow-up to two previous United Nations Association of Canada (UNAC) projects, both of which received funding from the Multiculturalism Program. These two projects brought together youth and community leaders from different communities (Yellowknife, Kamloops, Calgary, Saskatoon, Winnipeg, Kingston, Montreal, Sackville/Moncton, and St John's) to identify barriers to create a more cohesive community. Based on the two previous UNAC projects, challenges that emerged through consultations included stereotyping, religious diversity, inter-generational challenges, the lack of awareness and understanding of ethnic, cultural and religious diversity, violence and racial profiling, and the lack of civic participation of ethnocultural communities, including youth.

With increasing diversity in Canada and the move to encourage immigration in smaller centres, it is becoming more important to help smaller communities develop the capacity to deal with diversity. Unlike larger urban centres such as Toronto, Vancouver and Montreal, smaller centres do not have the same resources, structures and expertise to address issues related to racial discrimination and systemic barriers preventing full access to services and programs.

Goals for the 2007-2008 project involved selecting a steering committee in each city responsible for implementing the identified action plans, organizing a 'champions training meeting,' providing a workshop on media, articulating needs, facilitating shared information and best practices, supporting the steering committees in yearly regional planning meetings with local key partners, and creating public education materials.

Through this project, UNAC brought together a national network of community leaders engaged and committed to promoting diversity and combating racism. It helped schools create mechanisms, such as meetings and school newsletters to provide information and resources to help youth address discrimination associated with their ethnocultural background. Furthermore, UNAC produced promotional materials to foster public education and engagement, and promote the project's key messages, such as articles addressing current issues and concerns with regards to diversity and anti-racism, brochures, community information sheets, Public Service Announcements, a media kit, and a community ethnocultural and faith-based media directory.

UNAC also produced a quarterly newsletter to inform the public and stakeholders about the progress of the project. Briefing papers with in-depth information and analysis on processes and findings were also made available. The organization delivered educational workshops to foster mutual respect and to inform participants about contemporary forms of prejudice, discrimination and racism.

African, Black and Caribbean Communities Initiative (ABCCI) — "Forging Ahead for a Better Tomorrow through Community Partnership"

The African, Black and Caribbean Communities Initiative is a non-profit ad-hoc committee with members from Continental African, Caribbean African, North American African, and Francophone-African communities in Manitoba. It was formed in 2005 for the purpose of building effective working relationships among Winnipeg's Black communities, to define their shared concerns and develop strategies and solutions most appropriate to their circumstances.

Winnipeg's Black population is growing at more than nine times the rate of the city's population as a whole, and forms Winnipeg's third largest visible minority segment. In 2006, Winnipeg was home to 92 percent of Manitoba's Black population. This population is diverse in terms of ethnic origins and language. Due to this rapid rate of increase, gaps exist in access to settlement and community services, advanced education, training and employment. Poverty intersects all priority areas and Black newcomers are over-represented in low-income levels. Black youth are especially vulnerable to negative impacts of service gaps, which in turn, limit their ability to integrate successfully into Canadian society.

One of the objectives during this period was to connect leadership of culturally diverse Black community organizations with one another and with relevant stakeholders. Initiatives actively engaged community leaders with stakeholders in an environment of collaboration, cooperation and sharing of ideas within and outside the African, Black and Caribbean Communities Initiative community, and increased awareness of community service gaps on the part of all stakeholders.

Another objective was to develop feasible action plans around five key areas: youth, seniors, community services, political participation, and cultural expression. During Black History Month, the African, Black and Caribbean Communities Initiative delivered a conference in Winnipeg, Manitoba that saw 200 community participants as well as representation from institutional and agency stakeholders. This initiative served as a first formal step towards securing institutional commitment to work with the communities and take action in each of the five areas, and produced a preliminary framework for action.

The African, Black and Caribbean Communities Initiative's Steering Committee has also succeeded in working together for three years and has identified clear areas of consensus regarding concerns shared by all member organizations and the communities they represent. This is an on-going success story, building on a Canadian Heritage multi-year community outreach strategy. The Multiculturalism Program contributed $21,400 to these initiatives in order to provide assistance in achieving these goals.

The African, Black and Caribbean Communities Initiative continues to work on a framework for collaboration with ethnocultural communities dealing with similar issues. The objective is to develop a mechanism to share resources and success stories, so as to ensure a ripple effect where many more community members will benefit from the project activities. A long term outcome includes an increased service, particularly to Black and newcomer families, correlated with reduced gang activity and increased education and employment.

Towards an Inclusive Society: a Capacity Building Initiative for Ethnocultural Organizations

Towards an Inclusive Society: a Capacity Building Initiative for Ethnocultural Organizations encouraged new partnerships between mainstream service providers in Edmonton and local ethnocultural organizations.

Over a three year period, ending March 31, 2008, a total of 19 ethnocultural community animators were trained to organize and deliver leadership programs in their first language to 119 leaders from 63 ethnocultural organizations. The project also provided seed grants to develop 14 small Community Action Projects, which allowed recipients of the leadership training to put into practice their newfound skills. The leaders from the ethnocultural organizations connected with 18 federal, provincial, municipal and non-profit funding organizations. Through these connections fostering intercultural and institutional dialogue, funding partners were exposed to the challenges faced by ethnocultural organizations and communities when trying to access resources.

At the community and regional level, the project resulted in three major developments within the Edmonton City Council: 1) the development of an Immigrant Policy Framework for the City of Edmonton (a first for any

municipality in Canada); 2) the adoption of the project's grant application form and criteria in reviewing proposals for the City's Multicultural Grants program; and 3) increasing resource allocation, including doubling the funding and hiring more staff for the Emerging Immigrant and Refugee Communities Grant program provided by the City of Edmonton. This project also resulted in another foundational success: bringing together various ethnocultural communities that would otherwise traditionally not have had the opportunity to engage in productive and positive dialogue.

It is expected that through such partnerships mainstream service providers and ethnocultural communities will create effective change by developing inclusive policies and programs in Edmonton.

The Multiculturalism Program also encourages and assists in the implementation of multicultural initiatives within federal institutions.

Canada's Action Plan Against Racism (CAPAR)

Released on March 21, 2005, *A Canada for All: Canada's Action Plan Against Racism* (CAPAR) is a horizontal, coordinated approach to address issues of racism and discrimination. It represented a concerted effort across twenty departments and agencies to advance inclusiveness through over 40 existing programs and initiatives. It also included new initiatives at the Department of **Citizenship and Immigration, Human Resources and Skills Development Canada,** and the **Department of Justice Canada.** The Multiculturalism Program is responsible for coordinating and facilitating the reporting, accountability, performance measurement and information sharing among the participating institutions.

Building on the momentum reported in the 2006-2007 Annual Report, the numerous departmental initiatives underway continue to achieve results in a number of key areas: workplace discrimination, youth integration, hate crime reporting, race-based issues in the justice system, and institutional change within public institutions to remove systemic barriers.

DEPARTMENT OF CITIZENSHIP AND IMMIGRATION

The Nationally Standardized Data Collection on Hate-motivated Crime Initiative, a joint initiative undertaken in 2007-2008 by Canadian Heritage and Statistics Canada's Canadian Centre for Justice Statistics, has continued its efforts to promote and increase standardized reporting and monitoring of hate crimes by Canada's police forces. This is achieved through the training of police services on data collection methods, improving the understanding of hate-motivated crime and the response of the justice system, and enabling better monitoring of the impact of societal and legislative changes on hate crimes.

In 2007-2008, the Incident-Based Uniform Crime Reporting Survey, which measures the incidence of crime in Canadian society and its characteristics, underwent a conversion to update software. The Canadian Centre for Justice Statistics provided training to police

services across Canada. In total, 170 police and record management officers were trained. The purpose of the survey was to obtain a more comprehensive representation of police-reported hate crime in Canada.

Another initiative entitled the Inclusive Institutions Initiative provided matching funds to federal institutions to develop tools for building federal internal capacity that is free of systemic barriers and responds to cultural diversity.

In 2007-2008, the Correctional Service of Canada initiated the creation of a new section, called the Ethnocultural Services Section, to work with ethnocultural communities and offenders from diverse cultural backgrounds. Community and other organizations engaged in social and anti-racism services have shown interest in working with the Ethnocultural Services Section.

The Atlantic Region Office and Aboriginal and Diversity Initiatives of the National Parole Board, with the financial support of the Inclusive Institutions Initiative, are also implementing various initiatives to ensure that its mandate and operations reflect Canada's ethnocultural diversity, most notably the development of a training tool for Board Members and Hearing Officers, as well as a glossary and handbook for interpreters assisting at parole hearings for Aboriginal and Diversity Initiatives.

Health Canada has developed measures promoting healthy eating among specific ethnocultural communities, including ensuring that healthy eating information, available via Canada's Food Guide and the "My Food Guide" on-line tool, is accessible in ten languages other than English and French.

Finally, research has been conducted on behalf of Canadian Heritage and 14 federal partner departments to identify gaps and barriers to ethnocultural/racial communities in dealing with the Government of Canada. The findings of this research will be shared with the partners and will provide guidance and recommendations on how federal institutions can address systemic and institutional barriers effectively.

While these projects were underway in 2007-2008 at the Department of Canadian Heritage, the work of these initiatives will continue at the Department of Citizenship and Immigration (CIC) for future reporting periods, following the transfer on October 30, 2008 of the Multiculturalism Program to CIC.

The Welcoming Communities Initiative (WCI) is the Department of Citizenship and Immigration's (CIC) contribution to the Government of Canada's larger effort to leverage the benefits of Canada's diversity by reducing discriminatory barriers. The objective of the Welcoming Communities Initiative is to promote the strengthened participation of new immigrants in civil society and foster more inclusive and welcoming communities for new immigrants.

A broad range of stakeholders are involved in this initiative, including newcomers to Canada, local communities, settlement workers, volunteers, youth, school boards, and police services. Partners of the Initiative include CIC regional offices, provinces and territories, national

service agencies, local service providers, municipalities, researchers and volunteers.

Funding is allocated to regions and provinces to support ongoing anti-racism activities, such as awareness-raising, outreach, direct services, and tools and resource development.

In 2007-2008, a number of new projects were funded. One of these projects was developed to address the specific needs for information, training, and resources for new police recruits coming from a diverse cultural background, as well as current policing staff of the Hamilton Police Service. The project's goals included facilitating an understanding of cultural differences, bridging communication processes, promoting policing as a career of choice for members of Hamilton's diverse communities, and facilitating their full integration into the Police Services. As part of this project, 32 sessions were conducted, involving the participation of 640 police officers.

The Welcoming Communities Initiative national and local projects funded in 2007-2008 have included a number of community-based conferences, focus groups, workshops, roundtable discussion, and committees. The Rural Community Awareness Project addressed issues of racism and prejudice especially in rural centers in Central Alberta through a variety of workshops, reaching over 2,000 local community groups, schools and individuals within the public at large.

In June 2007, the Province of British Columbia announced WelcomeBC, a strategic framework for settlement and multiculturalism programs and services. The framework is designed to address both the settlement and integration needs of immigrants and the capacity of communities to become welcoming and inclusive. Under this broader framework, Welcoming Communities Initiative projects are strategically coordinated to benefit from the British Columbia Anti-Racism and Multiculturalism Program (BCAMP).

HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA

The Racism-Free Workplace Strategy, the labour strategy initiated by Human Resources and Skills Development Canada, continues to develop the tools, guidelines, and educational materials required to facilitate the integration of skilled individuals, particularly Aboriginal peoples and members of visible minorities, into fair, equitable, and inclusive workplaces. Complementing these measures, partnerships continue to be built with and between the different government departments and agencies, community and labour organizations, and the private sector. Through these partnerships, Human Resources and Skills Development Canada aims to raise awareness of the Racism-Free Workplace Strategy and its scope, impacts, and benefits, while engaging its partners in the process of change to remove barriers to opportunity faced by employees in the workplace.

In 2007-2008, new partnerships were developed with the Canada Race Relations Foundation and the Association of Canadian Search, Employment and Staffing Services (ACSESS). The project with the Canadian Race Relations Foundation aims to develop a mentoring,

training, and coaching program for regional Racism Prevention Officers. Providing anti-racism tools and resources to human resource professionals in the private sector is the objective of the partnership with ACSESS.

An ongoing project under the Racism-Free Workplace Strategy has been to provide employers with the resources required to resolve internal labour conflicts related to discrimination, with the aim of reducing race-based incidents in the workplace. Further details of this project are provided in Part 3 of this report.

DEPARTMENT OF JUSTICE CANADA

The work undertaken by the Department of Justice to implement the key objectives of Canada's Action Plan Against Racism (CAPAR) is focused on three initiatives: Race-Based Issues in the Justice System, Interventions for Victims and Perpetrators of Hate Crimes, and Countering Internet-Based Hate Crimes, which constitute the Department's strategy to sustain the principle of equality before the law.

The Department of Justice undertook and completed a formative evaluation of its component of CAPAR in 2007-2008. The evaluation focused on departmental activities funded through CAPAR from its implementation in 2005-2006 to the end of the 2006-2007 fiscal year. The objectives of the evaluation included examining, assessing, and reporting on early results and progress of the Department's component of CAPAR to demonstrate clearly its achievements.

One of the primary undertakings of the Department in 2007-2008 has involved examining and supporting initiatives designed to combat the proliferation of hate propaganda on the Internet. The Center for Research-Action on Race Relations received funding from the Department of Justice to organize a National Stakeholders Meeting on Combating Hate on the Internet, which brought together 43 selected participants from community organizations to discuss potential solutions to hate crimes perpetrated via the Internet.

The Way Forward

The Multiculturalism Program made great strides in 2007-2008: launching new program priorities for Multiculturalism Program funding, reaching out to Canadians through educational and promotional events, and finalizing an approach for the Community Historical Recognition Program and the National Historical Recognition Program.

Since the end of this reporting period, the Multiculturalism Program has focused its efforts on applying the following program priorities for grants and contributions funding, that were announced in February 2008:

1. *Supporting economic, social, and cultural integration of new Canadians and cultural communities;*

The Multiculturalism Program assists new Canadians and cultural communities to gain knowledge and skills for integration, and provides opportunities to work in partnership towards identifying and resolving issues affecting them. The Program works to improve the ability of public institutions to respond to, and integrate, ethnic, racial, cultural, and religious diversity by assisting in the identification and removal of barriers to equitable access.

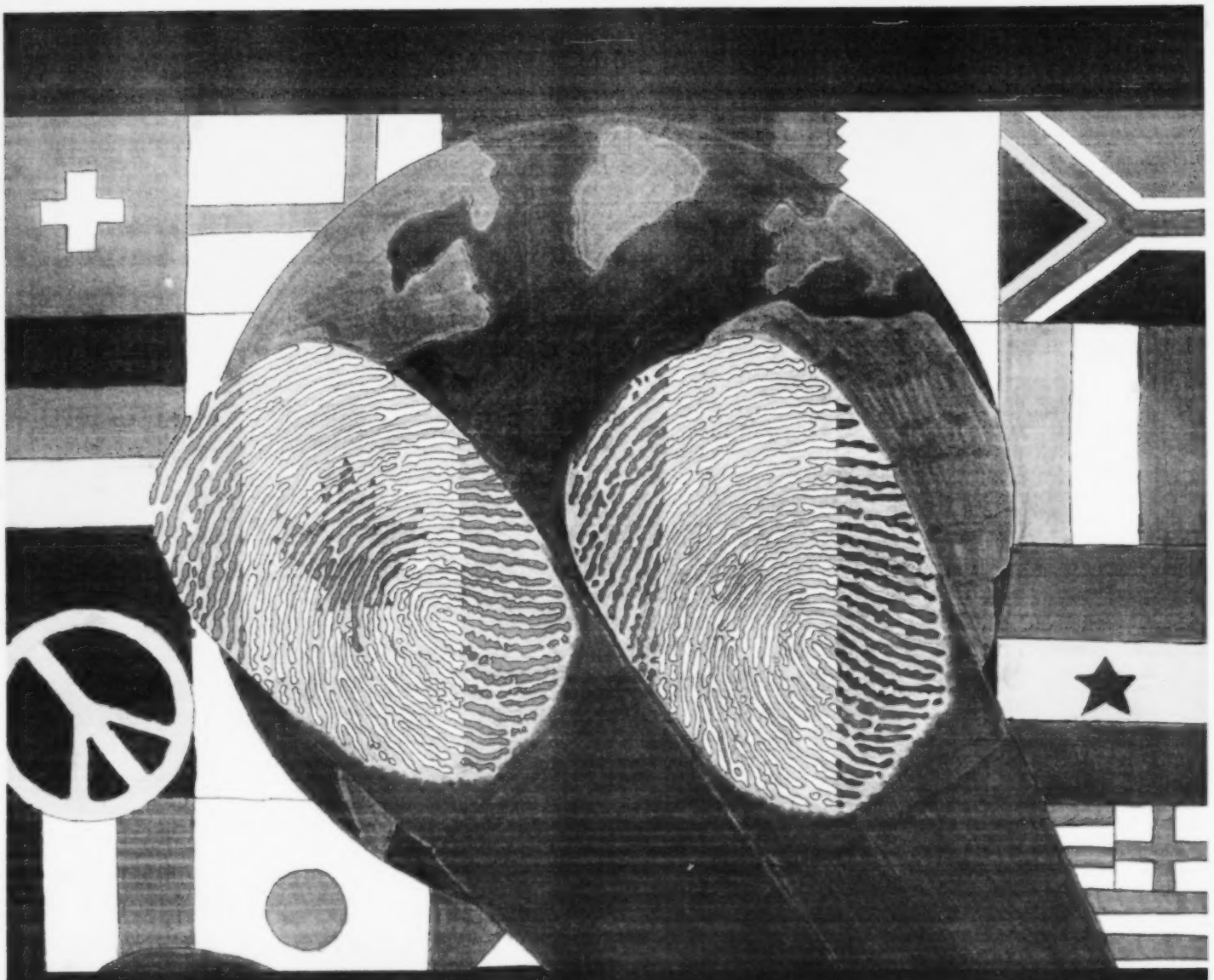
2. *Facilitating programs such as mentorship, volunteerism, leadership, and civic education among at-risk cultural youth;*

Cultural at-risk youth are assisted in gaining self-confidence, knowledge, and skills for participation and civic engagement (volunteerism), by identifying root causes of cultural marginalization, detachment and radicalization. The Multiculturalism Program provides opportunities for youth through partnerships with their peers, adults, and community leaders as well as through mentorship initiatives, to gain practical learning experience and develop the skills necessary to contribute to the economic, social and cultural life of their communities.

3. *Promoting inter-cultural understanding and Canadian values (democracy, freedom, human rights and rule of law) through community initiatives, with the objective of addressing issues of cultural social exclusion (parallel communities) and radicalization.*

Interaction between different communities is fostered and the Multiculturalism Program supports cross-sector collaboration in community-based projects to build and shape an inclusive and respectful society. The Program facilitates collective community initiatives and responses to combat ethnic, racial, cultural and religious conflicts and hate-motivated activities, and supports community-based initiatives designed to facilitate inter-faith dialogue. The Multiculturalism Program also encourages activities aimed at reaching society at large to facilitate inter-cultural understanding and address the cultural social exclusion of some communities, and increase awareness and understanding of racism and discrimination in an effort to reduce or eliminate factors contributing to exclusion, disenchantment, and radicalization.

In the coming year, the Multiculturalism Program will focus its efforts on enhancing partnerships and engagement internationally and domestically to combat racism and unjust discrimination, recognizing and commemorating the historical experiences of cultural communities, sharing information with federal, provincial and territorial partners, increasing the use of social networking technologies to engage youth, and supporting federal institutions in their implementation of the *Canadian Multiculturalism Act* by developing tools to help measure gaps and progress.



2007-2008
Mathieu Da Costa Challenge
Winning Artwork
Ages 16-18

Mike Adibe
Title: Unity and Diversity

Bishop Smith Catholic High School
Pembroke, Ontario

PART 3:

Implementation Of The *Canadian Multiculturalism Act* Across Federal Institutions

Highlights:

- The *Canadian Multiculturalism Act* requires federal institutions to carry out their activities in a manner that is both sensitive and responsive to the multicultural reality of Canada. They do so by ensuring equal opportunity for employment in federal institutions, enhancing the ability of individuals and communities to contribute to the continuing evolution of Canada, enhancing the understanding of and respect for Canada's diversity, collecting statistical data, and using language skills and cultural understandings.
- Federal institutions across Canada reported achievements and challenges in implementing the *Canadian Multiculturalism Act* during 2007-2008. Submissions were received from 114 institutions including federal departments, Crown corporations, agencies, and offices established to perform a government function through legislation or a Governor in Council appointment.
- Notable initiatives were undertaken in 11 federal institutions in 2007-2008 that best illustrate the work each institution does to implement the Act.
- During the reporting period federal institutions undertook many other activities to implement the *Canadian Multiculturalism Act* in their organizations, ranging from new policies and programs, to research, and consultations with communities.

The *Canadian Multiculturalism Act* requires federal institutions to carry out their activities in a manner that is both sensitive and responsive to the multicultural reality of Canada. As evident in Part 3, federal institutions do so by enhancing the ability of individuals and communities to contribute to the continuing evolution of Canada, enhancing the understanding of and respect for Canada's diversity, collecting statistical data, using language skills and cultural understandings, and ensuring equal opportunity for employment in federal institutions.

Federal institutions include departments, Crown corporations, government agencies, and offices established to perform a government function through legislation or a Governor in Council appointment. They range from very small institutions of ten or less employees, to very large institutions of over 50,000 employees. Federal institutions provide services to and for Canadians in a range of sectors including justice, banking, security, social and health policy, culture, and economic affairs. They also include administrative tribunals and Boards, quasi-judicial organizations, officers of Parliament, and government operations.

Regardless of their area of work, all federal institutions are committed to the principles of the Multiculturalism Policy and take measures to implement the *Canadian Multiculturalism Act* within the execution of their respective mandates.

In preparation for this 2007-2008 report to Parliament, federal institutions subject to the *Canadian Multiculturalism Act* received a call for submissions to the report. Federal institutions are asked to provide submissions on how they have met the requirements of the Act in the reporting year, using a template and guide provided by the Multiculturalism Program. 114 submissions were received for the 2007-2008 report from federal institutions across the country, for a response rate of approximately 70 percent. Over 60 percent of the submissions received were from small institutions of less than 500 employees. Large institutions of 2,000 or more employees represented over 20 percent of submissions.

This chapter highlights the progress made by federal institutions from April 1, 2007 to March 31, 2008. First, key achievements and challenges experienced by federal institutions will be highlighted. A second section provides samples of federal institutions responses when asked how they implemented the *Canadian Multiculturalism Act* in the reporting year.

Key Achievements and Challenges

Over the past year, several federal institutions have had significant success in implementing the *Canadian Multiculturalism Act* by examining their existing programs, policies and practices through the lens of multiculturalism and diversity, and by creating new programs, policies and practices that address barriers to the full participation of all Canadians. At the same time, federal institutions have also identified challenges to implementing the *Canadian Multiculturalism Act*.

This section highlights notable achievements during the 2007-2008 reporting year by 11 federal institutions, followed by a summary of the key challenges federal institutions experienced in the employment and advancement of diverse employees, and in implementing the Act.

Key Achievements Reported by Federal Institutions

Notable achievements in the 2007-2008 reporting year across the Government of Canada took place at Foreign Affairs and International Trade Canada, the Office of the Commissioner of Official Languages, the Canadian Radio-television and Telecommunication Commission, and Telefilm Canada in promoting Canadian multiculturalism both at home and abroad and in recognizing the diversity of Canadians in race, national or ethnic origin, colour and religion as a fundamental characteristic of Canadian society. The Department of Citizenship and Immigration and the Department of National Defence and Canadian Forces have undertaken initiatives to ensure equal opportunities for the employment of new Canadians and Aboriginal people. Human Resources and Skills Development Canada has an initiative that underscores the connection between recognizing diversity and achieving healthy workplaces and business objectives. The Commission for Public Complaints Against the RCMP, Agriculture and Agri-Food Canada, and the Canada Mortgage and Housing Corporation have worked to improve access to government services by ethnocultural groups, new Canadians, and Aboriginal people. Lastly, Indian Residential Schools Resolution Canada is implementing an inclusive approach to resolution for recognizing and promoting the participation of Aboriginal people in the continuing evolution and shaping of all aspects of Canadian society.

These initiatives are detailed below, in alphabetical order:

Agriculture and Agri-Food Canada

GROWING FORWARD

In 2007, Agriculture and Agri-Food Canada held a series of workshops with First Nations and Aboriginal producers across Canada to provide input to the next generation of agriculture and agri-food policy now called "Growing Forward". The objective was to obtain a greater understanding of Aboriginal participation in the agricultural sector, including: agriculture and agri-food related opportunities; barriers to Aboriginal participation in Agriculture and Agri-Food Canada programs and services,

and to gauge awareness of the Department's programming and services. Other goals were to increase the Department's ability to engage with Aboriginal producers and communities, and to establish strategic relationships with stakeholders including provincial governments and other key federal departments.

An Aboriginal Agriculture Steering Committee was also created within the Department to address the gaps mentioned above and to contribute to the development of a departmental Aboriginal strategic plan. The intent is to create links with the government-wide Framework for Aboriginal Economic Development through initiatives and identifying opportunities within the Agriculture sector.

Canada Mortgage and Housing Corporation

INCREASING THE USEFULNESS AND IMPACT OF THE "NEWCOMER'S GUIDE TO HOUSING"

A review of the Newcomer's Guide to Canadian Housing was undertaken in 2007-2008 in which stakeholders identified ways of increasing the usefulness and impact of the guide for assisting newcomers and the agencies involved in the settlement process to access adequate housing.

The objective of this project was to update the "Newcomer's Guide to Housing", first developed in 1999 as a practical source of housing information to immigrants and refugees recently arrived in Canada. The intended outcomes were the identification of changes and improvements needed to update the guide and ways to optimize use of the guide by newcomers. The study began with a literature review and concluded with workshops held with settlement agency staff in three major immigrant reception cities: Toronto; Vancouver; and Montréal.

This project allows for the continuous improvement of the Newcomer's Guide and for regular reviews on strategies for its distribution to newcomers, both those already in Canada and potential newcomers abroad.

Canadian Radio-television and Telecommunications Commission

EQUITABLE PORTRAYAL CODE

The Canadian Radio-television and Telecommunications Commission's approval of the Canadian Association of Broadcasters' Equitable Portrayal Code in March 2008 represents a significant new standard for the equitable portrayal of all identifiable groups. The Code is self-regulatory and a condition of licence for all television and radio licensees. Canadians will be better served by this new code of conduct for Canadian broadcasters, as it establishes common standards for the prevention of negative, harmful portrayals. In applying this code to all programming broadcast by Canadian radio and television broadcasters, the Commission aims to facilitate a broadcasting system that is fair, accurate and inclusive in its delivery of informative, entertaining and enlightening programming to all audiences, in furtherance of the multicultural objectives of the *Broadcasting Act*.

The Canadian Radio-television and Telecommunications Commission continues to track all broadcasters' progress in improving the representation of ethnocultural groups and Aboriginal peoples in television and radio via ongoing monitoring of broadcasters' annual reports on the implementation of their cultural diversity corporate plans.

Commission for Public Complaints Against the RCMP

ENHANCING KNOWLEDGE OF AND IMPROVING ACCESS TO THE PUBLIC COMPLAINTS PROCESS FOR MEMBERS OF THE ABORIGINAL COMMUNITY

The Commission for Public Complaints Against the RCMP has a pilot project with the National Association of Friendship Centres to enhance knowledge of and improve access to the public complaints process by members of the Aboriginal community. The RCMP is also involved in the project and has representatives on the working group.

The pilot project's main activities focus on communications and training/awareness sessions and developing and strengthening contacts among the participating organizations.

The key elements of the project plan are the conduct of site visits to Friendship Centres and the development of communications materials for use at the centres. Representatives of the Commission for Public Complaints Against the RCMP and the National Association of Friendship Centres met with the management and employees/volunteers of Friendship Centres to give them a general overview of the Commission's function and respond to questions, provided a briefing on the pilot project; and sought to learn from their perspective what the policing issues are in the community. Information was provided to ensure everyone understood the various processes to achieve resolution of complaints against police and how to access the Commission. In addition to concrete referral practices and contacts, written material (i.e. brochures and posters) were given to community members as needed.

The pilot project also included engagement with local RCMP detachments to brief on the role of the Commission of Public Complaints Against the RCMP and to ensure the police and staff members understood the nature of the site visits. The meetings also provided an opportunity to learn from the police perspective what the issues are in the community and how community concerns can be addressed regarding police conduct.

Department of Citizenship and Immigration

YOUNG NEWCOMER INTERNSHIP PROGRAM

The Young Newcomer Internship Program is a new pilot project initiated and led by the Youth Network at the Department of Citizenship and Immigration. The Program has created an opportunity for the Department to recruit and mentor a small number of young immigrants and refugees coming from around the world and who are new to the Canadian work force. The objectives of the Youth Newcomer Internship Program are to ensure that the Department of

Citizenship and immigration leads by example in promoting the hiring of newcomers; to allow the Department to draw on the expertise and unique perspectives that newcomers can bring; to provide young newcomers with meaningful work experience; and to contribute to the renewal and diversification of the workplace. The program was developed in 2007-2008 and launched in September 2008. It is the first of its kind in the federal government.

Diversity awareness sessions are provided to all managers and staff working with an intern who is part of the Youth Network Internship Program.

Department of National Defence and the Canadian Forces

CREATING ABORIGINAL LEADERSHIP OPPORTUNITIES IN THE CANADIAN FORCES

In 2007, the Royal Military College launched a new one-year programme called Aboriginal Leadership Opportunity Year, which offers Canadian Forces Aboriginal members the opportunity to develop sound leadership, to serve Canada and the option to continue the proud tradition of past Aboriginal leaders in the military.

This new program provides a highly positive, productive, preparatory educational and leadership experience for the participants in the context of a service to Canada theme. Upon completion, this may lead to continuation at Royal Military College in a degree programme as well as service as a commissioned officer in the Canadian Forces, a career in the civil service or to return to the community. Participants in this program are enrolled in the Canadian Forces as Officer Cadets.

Foreign Affairs and International Trade Canada

PROMOTING CANADIAN MULTICULTURALISM ABROAD

The Government's foreign policy priorities are identified with three key regions of the world: Afghanistan, The Americas and Emerging Markets. Within Foreign Affairs and International Trade Canada, there is an emphasis on the issues of prosperity, security and governance. Each of their efforts supports these priorities and represents the Canadian reality abroad. Their efforts include engaging diaspora communities in foreign policy consultations, ensuring Canada's Aboriginal and visible minority reality is represented abroad, assisting other countries to understand the Canadian multicultural model, and establishing best practices in training for staff going abroad.

Diaspora communities are a rich source of perspective in the development of foreign

> "Many of the activities carried out by DFAIT posts abroad recognize, as a given, the importance of bringing in a multicultural dimension. As our work is taking place in a cultural context different than ours, to recognize and factor in multiculturalism is essential to the effectiveness of our efforts to promote Canada and advocate in favour of Canadian views and interests abroad."
>
> *Foreign Affairs and International Trade Canada*

policy. The Human Rights Bureau consulted with members of ethnocultural and indigenous communities to assist in formulating Arctic policy. In China, Canada hosted consultations with Canadian non-governmental organizations engaging in human rights related advocacy. This included groups from a range of backgrounds, including Tibetans, Uyghurs, Han Chinese, and others. During his visit to Montréal in 2007, Monsieur Edmond Mulet, United Nations Under-Secretary-General for peacekeeping, met with the Haitian diaspora to discuss how to ensure stability and reconstruction of their home country and the key role they might play in assisting those efforts undertaken by Canada. To get a greater sense of the turmoil in the African Great Lakes, Foreign Affairs and International Trade Canada staff consulted with African diaspora communities from Sudan, Ethiopia, Eritrea, the Great Lakes Region (Democratic Republic of the Congo; Rwanda; Burundi) as well as Canadians from Somalia, Kenya, Uganda and Nigeria.

At the Canadian High Commission in London in June 2007, High Commissioner James Wright hosted an event maintaining a dialogue on multiculturalism with the objective of expanding Foreign Affairs and International Trade Canada's network of contacts, in particular with representatives of Muslim groups.

In Atlanta, Georgia, the Consulate arranged a high-profile book tour for African-Canadian novelist Lawrence Hill, to encourage a Canadian/African-American dialogue. As part of Black History Month in Kingston, Jamaica, the mission hosted educator, researcher, and prominent member of the Jamaican diaspora Dr. Inez Elliston, and staged a Black History Poster Art Competition for students on the theme: 'Distinguished Jamaicans in Canada.'

In the Czech Republic, Aboriginal authors Tomson Highway, Daniel David Moses, Ian Ross, Drew Hayden Taylor, Shirley Cheechoo, and Yvette Nolan presented their work at the launch of the translation into Czech of an anthology of Canadian native drama.

While Canada may be shy to blow its own horn, it is known in many countries as a success in recognizing many cultures as part of the Canadian fabric. As a result, Foreign Affairs and International Trade Canada has found an interest in Canadian approaches to immigration and integration. The Canadian embassy in Vienna promoted a study tour in Canada for Austrian officials and migration experts. The Paris office organized a consultation in a neighbourhood of Bordeaux which has large numbers of African immigrants, involving a dialogue between Governor General Michaelle Jean and Paris Mayor Alain Juppé, focusing on the challenges of integration and how to help people understand one another. The Kuala Lumpur office supported a project that involved training by Radio-Canada International for television and radio producers from South East Asia on the role of the media in promoting pluralism and tolerance for migrant communities.

Human Resources and Skills Development Canada

RACISM PREVENTION OFFICERS

As part of the Racism-Free Workplace Strategy, Racism Prevention Officers are working in different regions of Canada to promote workplace integration of visible minorities and Aboriginal peoples and educate managers and employees about the benefits of fair and inclusive workplaces, to build a network between community

resources and employers to facilitate access to employment, to develop ways to use research in operational decision-making, and to assist employers with recruitment, retention and more efficient dispute resolution measures. Nine Regional Racism Prevention Officers were hired and given training in Vancouver, Calgary, Winnipeg, Toronto, Montréal, and Halifax.

Consultations with key stakeholders including the National Film Board, the Aboriginal Human Resource Council, the Canadian Race Relations Foundation, and the Department of Citizenship and Immigration-Metropolis to plan joint activities and future cooperation also took place. Discussions on barriers faced by Aboriginal peoples and members of visible minorities, as well as potential solutions, were held by the Racism Prevention Officers in the regions, bringing together employers, unions, non-governmental organizations, government agencies, and community groups. These Open Sessions benefited from significant interest and engagement from participants, resulting in valuable feedback to help improve the delivery of the initiative.

These various activities have increased public awareness of the work being done by Human Resources and Skills Development Canada's Labour Program to address employment equity issues in the workplace. They also provided an opportunity to recognize certain employers and stakeholders for their continuous efforts and commitment to achieving equitable, diverse and inclusive workplaces.

The Racism-Free Workplace Strategy is intended to advance the Labour Program's fair workplace mandate and forms an important part of the Government of Canada's broader commitment to enhance social inclusion and multiculturalism and to address racism and discrimination. It is also educational in nature and aims at educating managers and employees in workplaces covered under the *Employment Equity Act* and the Federal Contractors Program about the benefits of fair and inclusive workplaces.

Indian Residential Schools Resolution Canada

INDIAN RESIDENTIAL SCHOOLS SETTLEMENT AGREEMENT

The Indian Residential Schools Settlement Agreement was implemented on September 19, 2007, and includes a series of individual and collective measures to provide tangible acknowledgment to former students of their Indian Residential Schools experience. It is intended to foster reconciliation between Aboriginal people, their families and communities, and all Canadians.

This inclusive approach to resolution reflects the responsibility under the *Canadian Multiculturalism Act* to recognize and promote the participation of Aboriginal people in the continuing evolution and shaping of all aspects of Canadian society.

This comprehensive approach is part of a continuum of historical and contemporary approaches addressing past institutional or systemic abuse that ensures greater recognition of human rights, greater acceptance of perpetrators' responsibility, and stronger response to past abuse. It reflects the responsibility under the *Canadian Multiculturalism Act* to assist Aboriginal people in the elimination of any barrier to their participation in Canadian society

by acknowledging the role Canada played in the development and administration of Indian Residential Schools and the legacy of personal pain and distress that continues to reverberate in Aboriginal communities.

As of June 1, 2008 Indian Residential Schools Resolution Canada ceased being a separate department and joined Indian and Northern Affairs Canada.

Office of the Commissioner of Official Languages

OFFICIAL LANGUAGE POLICIES AS THEY APPLY WITHIN A MULTICULTURAL CANADA

The Office of the Commissioner of Official Languages is undertaking a set of three discussion fora across the country to examine the linkages between cultural diversity and linguistic duality and to gain a better understanding about how Canadians of diverse origins view linguistic duality. These are pioneering meetings to eliminate preconceived notions of both diversity and linguistic duality, to encourage discussion and deepen understanding of linkages, and to advance dialogue, learning and critical analysis of the intersection of these two overarching areas in Canada's policy and legislative framework.

The first forum was held in Toronto in October 2007. It brought together about 50 participants representing various ethnocultural communities in Ontario. The participants at the Toronto forum expressed a desire to contribute to Canadian society and the national dialogue. They see linguistic duality as part of what binds Canada together and feel that it has opened the door to multiculturalism. Some participants representing Francophone ethnocultural organizations expressed concern over a lack of integration services in French. They also feel that the tendency to define a Francophone as a mother-tongue speaker excludes many immigrants and this has an impact on their sense of belonging. The full report of the Toronto forum is available on the Office of the Commissioner of Official Languages website at: www.ocol-clo.gc.ca/html/discussion_forum_e.php

In order to commemorate the 25th anniversary of the *Canadian Charter of Rights and Freedoms* the Office of the Commissioner of Official Languages produced a short video in April 2007 entitled, "One Charter, two languages, a thousand and one voices". The video presents young Canadians from a variety of backgrounds describing in their own words what the Charter and linguistic duality mean to them.

The video is accompanied by a discussion guide for secondary school teachers and it provides tools to teach students about the origin of the Charter and the rights that are protected. The guide proposes activities around language rights, as well as around the integration of new Canadians into Canada's linguistic duality. The video and teaching guide have been well received and the government of Alberta has asked permission to use the material in its secondary school curriculum. To view the video and teaching guide, see: www.ocol-clo.gc.ca/html/videos_e.php

Telefilm Canada

FEATURING ABORIGINAL STORIES

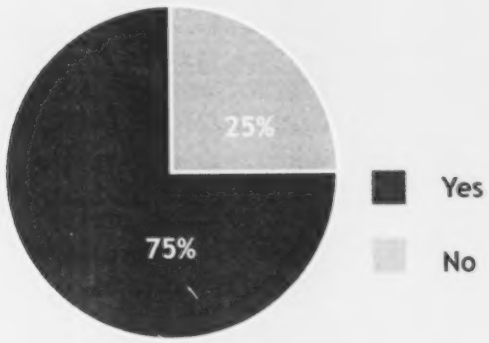
As part of its strategic objective to *Build Industry Capacity*, Telefilm Canada develops policy and programs that support visible minorities, official languages minority professionals and Aboriginal professionals in benefiting from opportunities to advance their careers. In 2007-2008, Telefilm Canada brought together an Aboriginal Task Force to design a new Feature Film Development Program for Aboriginal Communities. The goal of the program is to provide support to mid- and advanced-career level Aboriginal audiovisual professionals and companies in their professional and industrial development. The program also aims at creating opportunities for the development of long-lasting relationships between industry decision-makers and Aboriginal creators. The long-term intent is to ensure that these creators have the skills and tools to better access Telefilm's main funds and to increase the representation of Aboriginal films in the Canada Feature Film Fund's development portfolio.

Key Challenges Identified by Federal Institutions

When asked if they faced barriers or challenges with respect to implementing the *Canadian Multiculturalism Act*, federal institutions that sent submissions identified a number of key issues in 2007-2008. These included the cost and time associated with training, development and implementation of initiatives related to diversity, and the difficulty of implementing multiculturalism initiatives if their organization's mandate does not include service delivery.

One of the barriers identified during hiring was related to security clearances for new Canadians. Background information must be verified for between five and ten years, which often takes a significant amount of time when background research involves countries outside of Canada. Additionally, some institutions

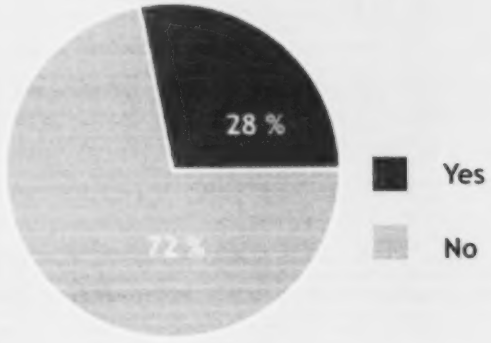
Figure 4: Institutions Implemented Planned Initiatives in 2007-2008



identified barriers when collecting data on multiculturalism, as one of the only means of collecting information about its work force was through self identification, which most institutions undertake related to the designated groups defined under the *Employment Equity Act*, and not the *Canadian Multiculturalism Act*.

As reported in 2006-2007, institutions continue to report that official language proficiency is a barrier when hiring, and also that it is difficult to recruit a diverse work force when recruiting in remote areas or when a specialized skill set is required.

***Figure 5: Institutions Facing Barriers or Challenges with Respect to Implementing the* Canadian Multiculturalism Act**



Implementation Across Federal Institutions

Over the 2007-2008 period federal institutions have undertaken many other activities to implement the *Canadian Multiculturalism Act* in their organizations. These activities reflect a wide array of creative and effective interventions impacting all areas of federal public service including corporate governance and culture, preserving and sharing cultural diversity, policies, program delivery and practices, employment opportunities, language and cultural understanding, research, and consultation and collaboration with communities.

Several significant examples have been selected from the 114 submissions from federal institutions.

Reflection of Canada's Multicultural Reality in Federal Institutions

Federal institutions have reported many activities in the past year to ensure Canada's multicultural reality is reflected in their organizational vision, mission, mandate or corporate priorities.

The activities highlighted in this 2007-2008 report range from corporate governance and senior leadership, to activities fostering a corporate culture that embraces Canada's diversity. They are a sample of information provided by federal institutions in this area.

VISION, MISSION AND MANDATE

Activities undertaken by these institutions to incorporate multiculturalism and diversity into their vision, mission, mandates and corporate priorities include corporate planning, corporate statements, and new institutions.

The **Public Prosecution Service of Canada** was created on December 12, 2006 with the coming into force of the *Director of Public Prosecutions Act*. The Public Prosecution Service of Canada is transitioning from the former Federal Prosecution Service of the Department of Justice Canada to a new independent organization. During 2007-2008, the Public Prosecution Service of Canada established its governance structure, including an Executive Council and Senior Advisory Board, supported by various business-related committees with regional representation. Corporate priorities were also established. One of the Corporate Priorities related to "Our People" is aimed at enhancing a recruitment and retention strategy which includes fostering a culture where people development, management and diversity, multiculturalism and multilingualism are valued and recognized as important to reaching organizational goals.

According to the *Canada Council Act*, the role of the **Canada Council for the Arts** is "to foster and promote the study and enjoyment of, and the production of works in, the arts." To best fulfil this mandate within a contemporary context and to be relevant to stakeholders and the public, the Council adopted, in October 2007, *Moving Forward*, a three-year Strategic Plan for 2008-2011. There are five directions in the strategic plan. One of the directions is Equity: "Enhance the Council's leadership role in promoting equity as a critical priority in fulfilling Canada's artistic aspirations."

The plan provides a clear strategic focus to guide the Council over the next three years by incorporating values of equity and diversity. This plan will also assist Council employees in maintaining a consciousness of and integrating multiculturalism into the institution's day-to-day operations.

A new three-year Diversity Action Plan (2007-2010) was implemented at **Transport Canada** in 2007-2008. This plan will move towards the integration of other important themes (official languages, values and ethics, etc.) leading to a corporate culture of true inclusion and integration. The Plan contains initiatives to help managers increase representation among the designated groups. Efforts are supported and driven by the National Diversity Advisory Committee, which won the Public Service Award

of Excellence in 2007, and a network of regional diversity committees.

Specific priorities related to diversity are well reflected in the Transport Canada Integrated Human Resources Plan for 2008-2011. In addition, Transport Canada's 2008-2009 Report on Plans and Priorities deals with diversity in Transport Canada.

All Transport Canada Management Executive Committee members signed a Diversity Declaration, a document that outlines Transport Canada's commitment to the Diversity strategy and its vision of inclusiveness and fairness for all.

In 2008, the **Bank of Canada** established a corporate statement on diversity that is used in its external and internal communications. The statement is as follows: "The Bank of Canada is a vibrant workplace that benefits from the unique perspectives, attributes and talents of its diverse workforce."

Through focus groups, about 60 employees from different backgrounds had the opportunity to share their vision and to contribute to the recommended diversity statement. Adding a diversity statement reinforces senior management's support and clarifies the Bank's position by providing employees with a more structured approach to diversity. Aligned with the Bank's strategic orientation, other initiatives (programs, activities, etc.) will follow so that employees will be able to integrate the concept into their daily activities.

> "Farm Credit Canada believes that diversity is a business advantage, bringing new ideas and new ways of doing things to the corporation and making FCC more competitive in a global marketplace."
>
> *Farm Credit Canada*

SENIOR MANAGEMENT RESPONSIBLE FOR IMPLEMENTING MULTICULTURALISM

In addition to infusing values of diversity and multiculturalism into their corporate priorities, federal institutions are also holding senior managers responsible for implementing multiculturalism in their organizations.

Under the leadership of the Multiculturalism Program, the Multiculturalism Champions' Network continued to operate in 2007-2008 with the goal of facilitating greater implementation of the *Canadian Multiculturalism Act* and fostering a better understanding of multiculturalism throughout federal institutions. There are currently 77 Champions across the Government of Canada.

At the **Financial Consumer Agency of Canada** the Multiculturalism Champion is the principal coordinator of the strategic and business plan processes. In this capacity, the Champion raises and tables awareness issues related to changing demographics and other

related issues that should be considered when developing the Agency's strategic and business plans. The Champion also monitors with the help of the Human Resources Division, through the management committee, human resources practices in recruiting, promoting and retaining Financial Consumer Agency of Canada staff.

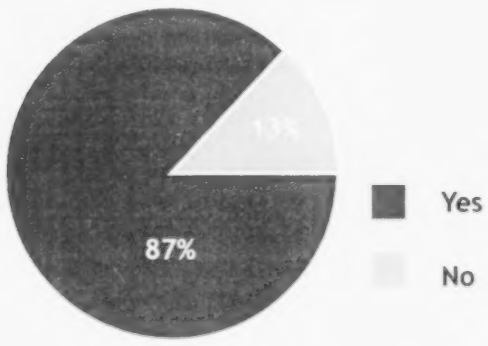
At the **Canadian Security Intelligence Service** Management Level accountability has been implemented as part of the recommendation from the Diversity Committee. It is the responsibility of every manager to promote diversity and multiculturalism within their branches and is reflected in their annual Performance Evaluations. They are also responsible for submitting an annual accountability report to the Director General, Personnel Services as to how this was achieved.

CORPORATE CULTURE

Under the *Canadian Multiculturalism Act*, federal institutions are required to promote policies, programs and practices that enhance the understanding of and respect for the diversity of the members of Canadian society. Federal institutions have undertaken a myriad of activities in the past year to foster a corporate culture that embraces diversity.

The **National Research Council** Diversity Committee developed a statement of "Diversity Core Values and Objectives" linked to the National Research Council's Values which states: "Diversity promotes mutual respect, acceptance, teamwork and productivity among people who differ in work and cultural backgrounds, experience, education, age, gender, race, ethnic origin, sexual orientation,

Figure 6: Federal institutions with senior management responsible for implementing multiculturalism



religion, physical abilities, and other ways that make us individuals. Our challenge is to complement diversity with mutual esteem to create an invigorating environment where each person is treated with dignity and respect. Nurturing diversity and inclusion is a business imperative—each one of us is responsible for creating such a supportive environment." The document includes core values, program goals and expected outcomes.

In October 2007, the National Research Council launched its "Diversity Ambassador Initiative." The Launch was hosted by Dr. Sherif Barakat, the National Research Council's Diversity Champion and Dr. Marie D'Iorio, Director General of the National Research Council Institute for Microstructural Sciences. This voluntary pilot project forms part of the National Research Council's strategy for 2006-2011, *Science at Work for Canada*.

The Diversity Ambassador is a dynamic individual who takes a leadership role at the Institute/Branch/Program level in order to engage and positively influence co-workers. The Ambassador's role is to raise awareness around diversity in order to help the National Research Council move toward an increasingly inclusive workplace, and to help achieve the Management Team objectives under the Diversity Management Accountability Accord.

In fulfilling this role, the Ambassador can also recruit colleagues to help plan and organize special events to promote diversity.

To support this initiative, the National Research Council's Human Resources team created a new logo which depicts the colourful inhabitants of a tropical coral reef, symbolizing both the fragility and balance of an ecosystem. This is a useful metaphor for the workplace since, just as all species play a role in maintaining the balance of an ecosystem, all employees also have a role to play in the workplace.

Human Resources also created a comprehensive Diversity Ambassador's Tool Kit and a Diversity Ambassador Online Forum that enables Ambassadors to communicate with each other. To date, 30 Diversity Ambassadors have been appointed, representing 21 Institute/Branch/Programs.

At the **Canadian Security Intelligence Service**, a marketing campaign has been implemented as per one of the recommendations from the Diversity Committee whereby diversity messages are published on a monthly basis on its intranet. To date, these messages have included Language Diversity, Diversity and Inclusion and the Business Case for Diversity. Future messages will consist of Canadian Diversity, Generational Diversity, Religious Diversity, Diversity during the Holidays, Social Diversity and Intellectual Diversity to name but a few.

The Canadian Security Intelligence Service has also developed a Diversity Award Program that will be given to employees who have demonstrated innovative measures, helped organize events, implemented best practices and or results in achieving the objectives or the Employment Equity and Diversity in the Workplace programs.

During the 2007-2008 reporting year, the **Canadian Air Transport Security Authority** established its first ever Diversity Council. This Council supports the organization's ongoing

efforts towards developing a culture where inclusiveness is an integral part of the decision making process as well as functional, and operational activities. It also provides a transparent forum where management and employee representatives can engage in bilateral discussions on various diversity related policies and activities.

One of the Council's roles is to advise the Champion of Multiculturalism and Diversity on how the Canadian Air Transport Security Authority can better support and retain employees of different backgrounds.

Preserving and Sharing Cultural Diversity

Federal institutions undertake many initiatives that encourage and support the preservation, enhancement, sharing, and promotion of multiculturalism in Canada, and promote exchanges and cooperation among diverse communities. Below is a sampling of federal institution activities in this area in 2007-2008.

CELEBRATING CANADA'S CULTURAL HERITAGE WITH THE PUBLIC

In February 2008 **Library and Archives Canada** launched *Under a Northern Star*, an online resource that presents seven unique collections held at Library and Archives Canada. These seven collections document the diverse historical experiences of African Canadians, and include digitized versions of historical papers that put the life and work of early African Canadians in context, including those who fought against slavery and racism, built settlements, and flourished as early Canadians. This rich site gives visitors access to material on topics such as Ontario's Elgin settlement, the private collection of noted abolitionist Mary Ann Shadd Cary, and the influential newspapers *Voice of the Fugitive* and *The provincial Freeman*.

Canadian Heritage's Building Communities through Arts and Heritage Program was established in the fall of 2007 and provides grants and contributions for local arts and heritage events—such as festivals and commemorative activities—that enrich local community life and give Canadians an opportunity to engage in their community. While new, the program has already funded many initiatives that celebrate Canada's diverse cultural heritage, such as the Caribana Festival, the Latin Festival and the Taste of Asia 2008 Street Festival.

Also at Canadian Heritage, cultural industries programs fostered the creation of and access to Canadian cultural content as well as the viability of the Canadian music, book and periodical publishing and film and video industries initiatives, thereby contributing to Canada's economy and sense of cultural identity that is reflective of our society. A concrete example is the Canada Magazine Fund/Publications Assistance Program which helped connect Canadians from coast-to-coast to the literature, reporting and opinions contained in Canadian magazines and community newspapers. By having criterion for ethnocultural publications that encourage access, the Program has ensured that magazines or non-daily newspapers primarily serving a commonly recognized specific cultural, racially distinct community, or specific linguistic groups (other than Canada's official languages) are supported. Ethnocultural publications in English, French, a third language or a combina-

tion of official and non-official languages, are made available to the general public. One of the objectives of the Canada Magazine Fund is to increase Canadians' access to Canadian magazines. By not having the 50 percent paid circulation criterion for two components of the Fund for ethnocultural magazines, the Fund is able to encourage promotion of Canada's cultural heritage with the general public.

The **National Film Board** celebrated Canada's cultural heritage with their event Women and Islam/Femmes et Islam, organized in May by the Cine-Robotheque and the Mediatheque for UNESCO's World Day for Cultural Diversity. Thousands of filmgoers listened to experts on the history of religions, watched documentaries like Nadia's Journey and Faith Without Fear: Irshad Manji's Quest, and discussed the issues raised, often with the directors in attendance. In Montréal, Women and Islam was a huge success, attracting almost 2000 people in four days. Its impact in Toronto was enhanced by a new training workshop specifically designed for teachers, with user guides to help teachers lead discussions in the classroom.

Nunavut Independent TV Network received funding over a two year period from the **Canada Council for the Arts** to disseminate the film *Atanarjuat The Fast Runner* directed by Zacharias Kunuk. The film's release on screens in major cities, followed by DVD and Pay-TV distribution, meant remote fly-in Inuit and indigenous communities with no 35mm cinemas and small populations would be the very last people in Canada to see the first successful Inuit-language film ever made. On the basis of this finding and in partnership with IsumaTV, the Nunavut Independent TV Network received a grant from the Canada Council to connect five isolated Inuit communities through the Internet and digital projectors. Now launched by Internet as www.isuma.tv, linking the communities of Igloolik, Rankin Inlet and Pond Inlet (Nunavut), Puvirnituk and Inukjuaq (Nunavik), and other remote communities across Canada, the new network will reinforce this social dimension by presenting works by Inuit filmmakers to Inuit audiences.

In 2007, **CBC**'s inaugural national Asian Heritage Month website, www.cbc.ca/asianheritage showed a daily archival Web blog by a CBC media archivist, featuring content from CBC's Radio and Television archives. The daily posts often tied into events taking place in major centres. The national website was also connected to the local Asian Heritage Month websites in Calgary, Montréal, Ottawa, Toronto, Vancouver and Winnipeg.

The **Canadian Museum of Civilization Corporation** held new special exhibitions at the Canadian War Museum in 2007-2008 to celebrate Canada's cultural heritage. In one of these special exhibitions, an evocative installation of paintings by artist Bev Tosh, along with photos, objects and commentaries, conveyed the life-changing experiences of some of the 44,000 women who came to Canada at the end of the Second World War as war brides. The historical material spoke of love and war, adventure and hardship in a time of tremendous upheaval.

PROMOTING EXCHANGES AND COOPERATION AMONG DIVERSE COMMUNITIES

Many federal institutions undertake initiatives to promote exchanges and cooperation among Canada's diverse communities. In the past year, federal institutions have highlighted key exchanges and cooperation in a range of areas, including business, economic development, learning, justice, health and culture.

In 2007-2008, the **Atlantic Canada Opportunities Agency** assisted the Multicultural Women's Organization of Newfoundland and Labrador to administer a business skills workshop aimed at women from diverse cultures. In addition, the organization hosted its annual International Food and Craft Fair, at which its member entrepreneurs showcased and sold their products. The International Food and Craft Fair is an annual event, which commemorates the International Day of Elimination of Racial Discrimination and International Women's Day. The Fair acts as a means by which to promote the multicultural population of St. John's, by exposing the local population to diverse cultures, foods and goods.

In September 2007, the **Cape Breton Development Corporation** became involved with the Unama'ki Economic Benefits Steering Committee through their Unama'ki Partnership for Prosperity – Aboriginal Skills and Employment Partnership. The Partnership, which comprises Cape Breton's five First Nation communities, is partnering with several government departments, industry and union representatives to create and retain approximately 150 sustainable full-time jobs for local Aboriginal people in the construction industry and provide construction industry training and upgrading for approximately 500 local aboriginals over a five year period. As part of the Devco Site Closure Program, which also involves Public Works and Government Services Canada, the Corporation requires a broad spectrum of skills and professions in order to realize its closure mandate. Partnering with groups such as the Aboriginal Skills and Employment Partnership will positively impact both entities as they work toward achieving their respective goals.

> "The Canadian Museum of Civilization Corporation was also able to reach out to many Canadians by way of its Website, lectures, programs and publications in order to provide historical context and better explain our Canadian diversity and contribute to a new understanding of Canada's human history."
>
> *Canadian Museum of Civilization Corporation*

Human Resources and Skills Development Canada's International Academic Mobility Initiative is a grants and contributions program that provides funding to universities and colleges to run student exchange programs and other activities that increase international cooperation, including cultural exchanges. In 2007-2008, in addition to other objectives, the program launched a call for proposals focusing on methods and policies by which international

learning opportunities can be provided to students who have not traditionally participated in academic exchange and/or students who do not have the financial means to participate in academic exchange (for example, remote and distance learners, students in rural communities, aboriginal students, students with disabilities, etc.).

On March 19, 2008, the **Department of Justice** held a day-long Forum on Justice Programs in Northern and Remote Aboriginal Communities at the Ottawa Congress Centre, with speakers including representatives from the Hollow Water community Holistic Circle Healing Program and the Rankin Inlet Spousal Assault Program.

A total of 79 people, including speakers and organizers were in attendance.

The purpose of the forum was to showcase community-based justice programs that have the potential to assist in reducing the over-representation of Aboriginal people in the criminal justice system and to build on the momentum of last year's event titled "Justice System Responses to Violence in Northern and Remote Aboriginal Communities" where Rupert Ross (Assistant Crown Attorney responsible for a number of fly-in remote communities in north-western Ontario), a featured speaker at the event discussed the hard truths regarding life in northern and remote First Nations, Metis, and Inuit communities. Feedback from participants was positive, indicating that the forum was useful, met expectations, and provided most with a better understanding of community-based justice programs in northern and remote Aboriginal communities.

Among further initiatives to promote exchanges and cooperation, the Department of Justice provided a contribution to the Black Law Students Association of Canada to host an annual conference on February 22 and 23, 2008 in Vancouver. The conference served as a means of networking and discussing ideas and strategies in the areas of law relating to race, gender and employment. The conference was also a vehicle to allow the organization to begin implementing ideas from previous discussions and conferences. This conference addressed issues around diversity and racism and their effect on the administration of justice and legal professional organizations, with a long term goal of contributing to more diversity in the judiciary and among practitioners. It explored ways to address these issues and increased awareness among legal organizations about diversity issues in the justice system and racism.

Canadian Heritage, in cooperation with the Embassy of France in Canada, organized an international Francophonie film festival annually, *DiverCiné, les écrans de la Francophonie du monde* to celebrate International Day of La Francophonie. The fifth annual DiverCine Festival was held in April 2007, at Ottawa's ByTowne Cinema. It showcased films from various Francophonie countries, including Guinea, Benin, Morocco, Lebanon, Vietnam, Romania, France and Canada. Programming for the public attracted 1,630 movie goers from various origins, attending the nine screenings. They also offered free screening to 400 local school students, teachers, and parents.

In another initiative to promote exchanges and cooperation, Canadian Heritage provided key support to facilitate the China Central Television

event, *China-Canada Hand in Hand – Celebration of the Olympics*. This program, aired to as many as 20 million viewers around the world and on CBC in Canada, it celebrated the fact that China and Canada will host back to back Olympic and Paralympic Games. Canadian and Chinese artists were showcased and a Witnessing Ceremony, organized by the Four Host First Nations Society, took place.

Policies, Program Delivery, and Practices

The *Canadian Multiculturalism Act* acknowledges the diversity of Canadians as a fundamental characteristic of Canadian society and the need to preserve and enhance the multicultural heritage of Canadians while working to achieve equality for all Canadians in economic, social, cultural and political life. Some federal institutions have new policies, programs and practices specific to preserving and enhancing Canadian multiculturalism. Initiatives range from internal practices, such as training, to practices related to their respective mandates. Below is a sample of information provided by federal institutions in this area.

POLICIES RELATED TO MULTICULTURALISM

Many federal institutions endeavour to consider diversity and multiculturalism when developing their policies and programs, and have identified progress in this area over the past year.

Several federal institutions adopted new accommodation policies, or revisited their existing accommodation policies in 2007-2008. In December 2007, the **Canada Council for the Arts** adopted a new accommodation policy, which provides directions and guidelines to ensure reasonable accommodation for employees and job candidates. The policy has been distributed to all employees and information sessions for employees were held. Section 5 of the accommodation policy refers to accommodation for religious beliefs and cultural traditions. During an all staff meeting focusing on the organizational design review, Canada Council employees were given a 2008 multicultural calendar which highlights holidays, festivals and other special dates for a wide range of cultural groups.

In 2007-2008, the **Canada Border Services Agency** also developed its own Duty to Accommodate Policy to provide guidance on the concept of accommodation in a multicultural work force. One of the key elements of the policy is the idea that accommodation is not just an issue for persons with disabilities, but that it applies to all groups protected under the *Canadian Human Rights Act*.

In May 2007, the **National Capital Commission** officially put a Duty to Accommodate policy into place to create a workplace that is inclusive, free of barriers, respectful of differences and free of discrimination, in accordance with the *Canadian Human Rights Act*.

The **Canadian Air Transport Security Authority** developed a new Uniform Accommodation Policy and Procedure for Screening Officers who perform front-line screening duties in the airports located across Canada. The objective of this policy is to establish effective mechanisms for responding to individual uniform accommodation requests made by Screening Officers. In this policy, the Authority recognizes the diversity of Screening Officers

and is committed to ensuring that all Screening Officers are able to carry out their duties in an inclusive and non-discriminatory environment.

The policy acknowledges the Canadian Air Transport Security Authority's duty to provide Screening Officers individual uniform accommodations, in addition to the Authority's responsibility to minimize the need for individual accommodation by ensuring that any rules, policies, standards or practices related to the Authority's uniform program are not discriminatory. The Authority recognizes that changes to the Screening Officer uniform may be required in certain circumstances and respects the need for accommodation based on, but not limited to, race, national or ethnic origin, color, religion, age, sex, or disability.

PROGRAMS RELATED TO MULTICULTURALISM

The Aboriginal Ambassadors in the Natural Sciences and Engineering supplement at the **Natural Sciences and Engineering Research Council of Canada** aims to engage Aboriginal students and fellows in promoting interest and participation in the natural sciences and engineering by visiting Canada's Aboriginal communities and schools and sharing their research and education experiences or participating in science promotion events and activities. The value of the supplement is up to a maximum of $5,000 and will cover costs associated with the proposed science and engineering promotion activity and Aboriginal community visit. Applications are evaluated based on several criteria including the anticipated value to Aboriginal youth and the Aboriginal community.

"National Resources Canada's new policy framework aims to create a sustainable resource advantage for Canada through collective approach and linking the interests of multiple stakeholders to broader national goals. Our stakeholders and partners include our northern and Aboriginal communities, as well as foreign governments and trading partners. Embedding multiculturalism and diversity into this policy framework helps to ensure our competitive edge in the global economy, innovation and leadership in the sustainable development of natural resources."

Natural Resources Canada

Since the launch of the program in April 2008, program staff have been involved in promoting the program at various meetings and conferences. To date, Natural Sciences and Engineering Research Council of Canada has received significant interest in the program from both students and partner organizations. There are approximately 60 potential applicants eligible to apply to the program in 2008-2009.

Arts Presentation Canada at **Canadian Heritage** gives Canadians direct access to a variety of quality artistic experiences through financial assistance to arts presenters or the organizations that support them. In 2007-2008,

43 recipients, (7.1 percent of Arts Presentation Canada-funded clients) reported that they serve culturally diverse audiences exclusively and 70 percent reported that they serve various audiences. Access to a greater variety of work representing Canada's demographic makeup is increasing. Of Arts Presentation Canada clients, 70 percent of program artists were from culturally diverse communities in 2007-2008, up from 54 percent in 2002-2003.

The Cultural Capitals of Canada Program of Canadian Heritage promotes arts and culture in Canadian municipalities, recognizing excellence and celebrating arts and culture, integrating them into community planning. The work presented by the City of Nanaimo, British Columbia, a 2008 Cultural Capital of Canada, is exemplary in terms of partnerships with culturally diverse communities, First Nations and artists. The Multicultural Arts Festival helped people explore the culture, traditions, and artistic works of different Aboriginal and ethnocultural communities. A series of concerts, workshops, and competitions were also organized to showcase and celebrate Nanaimo's rich musical heritage. In addition, the Giving Voice to Our Diverse History project offered two exhibits to mark the opening of the Nanaimo Museum. The exhibits showed the history of some of the region's key industries, the contribution of immigrants, and the culture and knowledge of the Snuneymuxw First Nation.

Status of Women Canada Women's Program funding is made available to eligible projects that demonstrate the integration of diversity issues and involvement of women of diverse backgrounds. As such, projects are assessed to determine the extent to which they integrate diversity issues and involve women of diverse backgrounds in all aspects of a project. Moreover, Status of Women Canada recognizes the need for strategies that address specifically issues pertaining to women from diverse backgrounds. For example, 28 percent of projects completed in 2007-2008 targeted immigrant and visible minority women while 12 percent targeted Aboriginal women.

Projects were funded by Status of Women Canada to integrate immigrant and visible minority women in decision-making bodies, to address racism and social exclusion, to improve service delivery, to facilitate the integration of immigrant women, and to develop and implement culturally appropriate community-based models that respond to violence against women.

The **Canada Council for the Arts**, through its Equity Office, entered into a partnership with Conseil des arts et des lettres du Québec and seven other partners to launch Vivacité Montréal. Delivered by the Conseil des arts et des lettres du Québec, this program is intended to fund young immigrant and visible minority artists and writers to enable them to integrate into and participate in the arts community and foster their career development. It also seeks to recognize the contribution that these young professionals make to Montréal's artistic and cultural life, promote the contribution made by the upcoming generation of professional artists from immigrant or visible minority communities, and make the artists' work accessible to the public in Montréal.

Given the changing demographics of immigrant and visible minority populations in Montréal,

the Canada Council found this partnership to be opportune. While encouraging the growth and integration of these young artists in Montréal, the funds contribute to their professional development and this can lead to greater artistic opportunities such as federal arts funding and regional and national dissemination. In many instances, the grants awarded were the first for many artists who are relatively new to Canada. In addition, these funds will increase the artists' impact on their community which in turn can elevate their participation, integration and contribution to Canadian society as a whole.

POLICIES AND PROGRAMS THAT ENHANCE RESPECT FOR THE DIVERSITY OF CANADIAN SOCIETY AND TAKE MULTICULTURALISM AND DIVERSITY INTO CONSIDERATION

Many of the 155 films produced or co-produced by the **National Film Board** (NFB) in 2007-2008 were either made by filmmakers from diverse cultural communities or were about the experiences of members of those communities in Canada and abroad. The National Film Board's productions won awards related to cultural diversity during the year: Reema, Allers-Retours, directed by Paul Émile d'Entremont and produced by Jacques Turgeon (NFB) received the Golden Sheaf Award in the "Best Multiculturalism" category; and, *QAL-LUNAAT! Why White People Are Funny*, directed by Mark Sandiford and coproduced by Kent Martin (NFB) and Mark Sandiford (Beachwalker Films Inc) was the recipient of the Golden Sheaf Award in the "Best Aboriginal" category. Both awards were received during the Short Film and Video Festival Yorkton, in May 2007.

> "Our security policies are balanced to ensure that the rights of offenders are protected in regards to religion, spirituality and ethno cultural needs. An offender's basic rights must be maintained, while at the same time ensuring the security of the institution."
>
> *Correctional Service of Canada*

The **Financial Consumer Agency of Canada** joined the British Columbia Securities Commission to develop, in 2007-2008, *The City: A Financial Life Skills Resource*. *The City* is a free Web-based interactive tool designed to help young Canadians acquire strong financial skills. Launched in fall 2008, the resource features an engaging, story-driven approach with a cast of characters, including some from ethnocultural communities, at different stages of life. The plan is to disseminate the youth-oriented resource to educators nationwide.

In Ontario, the **Correctional Service of Canada** has contracted with the Black Inmates and Friends Assembly to provide a variety of programs to Black inmates and other ethnocultural groups. One of the programs brought together federal offenders with their ethnocultural communities in Ontario in order to assist in their successful reintegration. Specific activities include the provision of training to staff, meetings with ethnocultural groups, establishment of volunteer visiting programs, and the creation of a network of volunteers from the different communities to work with offenders in the community.

The **Department of National Defence** produced a video, *Strength Through Diversity*, to generate awareness about the International Day for the Elimination of Racial Discrimination – March 21 and promote the importance of eliminating all forms of racial discrimination and embracing diversity. It incites the Defence Team to come together in this commemoration and features inspiring messages from the Defence Champion for Visible Minorities, Lieutenant-General Marc Dumais, and the Director of Diversity and Well-Being, Josée-Ann Paradis.

The **Canada School of Public Service** has redesigned its *Orientation to the Public Service* program, which contains a strong focus on diversity training when welcoming new public servants to government. This program provides new public servants with a common understanding of their roles and responsibilities, Parliament and the public service, its culture and values and ethics, including diversity and multiculturalism.

In terms of conditional release programs a number of activities have been implemented within the regional offices of the **National Parole Board**. This includes the establishment of diversity committees inclusive of staff and Board members, as well as the Manager responsible for Aboriginal and diversity initiatives regionally. Further, the Board has representation on Regional Ethnocultural Advisory committees. These committees are established in partnership with **Correctional Service Canada** and serve to provide both agencies with suggestions on how to enhance services for offenders and victims from diverse communities. Where possible, regional diversity committees provide opportunities for Board members and staff to share cultural insights in terms of training needs and service delivery.

Agriculture and Agri-Food Canada's policy on self-identification was revised to include the collection of data on ethnocultural groups as part of the visible minorities category. The purpose was to account for ethnocultural differences, in order to better report on multiculturalism in the future. The new self-identification form also includes an optional section inviting respondents to self-identify for inclusion on committees, mentoring programs, succession planning and assessment boards. This is intended to increase diversity in those initiatives. In addition, Agriculture and Agri-Food Canada policy now requires acknowledgment of receipt of the self-identification form, to gain a better understanding of the degree of under-reporting.

Telefilm Canada committed through the Canada Feature Film Fund over $2.1 M in support to *What's Cooking?*, a project with significant multicultural content. This film deals with the confusion that results when a first generation Canadian accepts a Canadian diplomatic post in the Indian homeland of her parents. The impact of her Canadian culture shapes her reactions to the differences that she finds between her perception of India and the realities she faces.

In 2007-2008, **Western Economic Diversification Canada** invested an additional $1.3 million in the Women Building Futures Training

Centre in Edmonton, Alberta, bringing total federal funding to $2,493,977. The Training Centre supports low-income and Aboriginal women training for careers in the trades. The new Training Centre will enable the Women Building Futures Society to increase the number of students graduating from its 16-week, pre-apprentice training program from 60 to as many as 400 annually. Ninety percent of Women Building Futures graduates find employment in Alberta's construction and oil and gas trades. Women Building Futures is also retrofitting the top floor of an existing warehouse and adding two additional floors to create 42 affordable housing units for low-income women who want to enroll in its program

TRAINING ON MULTICULTURALISM AND DIVERSITY

During the past year, several federal institutions have provided cultural awareness training to their employees. Prosecutors at the **Public Prosecution Service of Canada** who practice in the territories benefit from cultural sensitivity training to better understand the communities they serve. Public Prosecution Service of Canada Crown Witness Coordinators, who are members of the local cultural communities, provide invaluable assistance in this area. In 2007-2008, the Yukon Regional Office provided an intensive three-day cultural session where prosecutors spent time on the land and heard from a number of long-time residents who spoke passionately about subjects such as residential school issues, traditional medicines and the challenges faced by Aboriginal justice committees. The session received positive feedback from participants.

The **Canada Revenue Agency** successfully launched a new electronic learning tool called "Diversity: Our Differences, Our Similarities", in 2008. This online learning product has been developed for Canada Revenue Agency employees who have face-to-face interactions with internal and/or external clients of the Agency. This product was created to provide employees with awareness, knowledge and strategies on managing diversity. It is meant to either serve as a refresher to any classroom diversity training that Canada Revenue Agency employees may have taken or as a learning product for employees who may be new to the topic of diversity, and would benefit having this information to conduct their job more effectively.

The main goals of this e-learning tool include creating awareness of key concepts related to diversity, providing strategies that Canada Revenue Agency employees can apply, on the job, towards promoting a professional and equitable service to Canada Revenue Agency's multicultural clientele, and employees, and acting as a vehicle towards creating positive conversations in the workplace about diversity.

Figure 7: Institutions with senior managers responsible for multiculturalism are more likely to deliver multiculturalism and diversity training to employees

Deliver training

Figure 7: Institutions with senior managers responsible for multiculturalism are more likely to deliver multiculturalism and diversity training to employees

The **Canada Mortgage and Housing Corporation**'s Assisted Housing sector held a training conference in April 2008. Leading up to the conference (during the fiscal year ending March 31, 2008) the sector geared up by adding many components that incorporated multiculturalism. The group prepared sessions entitled "First Nations Market Housing Fund", "Sharing Experiences in Aboriginal Client Relations", "Assisted Housing Program System Training – Residential Rehabilitation Assistance Program On-Reserve", "Administrative Challenges On-Reserve", "Comprehensive Community-Based Aboriginal Capacity Development Strategies", and "Emerging Trends with Indigenous Peoples Internationally".

Canada Mortgage and Housing Corporation's Assisted Housing sector also arranged for a representative from the "Les Habitations Jeanne-Mance" Cooperative to speak on how they innovatively manage a social housing complex while being faced with multiple demographic, cultural and urbanistic issues. The purpose was to enhance staff training and create awareness about cultural diversity.

Via Rail held a 1-hour training session to all managers with unionized employees (covering 2600 + employees) on the new duty to accommodate policy. It was explained that religion is one of the grounds of the *Canadian Human Rights Act* for which the corporation has an obligation to accommodate employees up to undue hardship.

The **Immigration and Refugee Board of Canada** organized a regional professional development seminar from October 3 to 4, 2007 that focused on cultural competence and language skills which are essential in delivering the Refugee Protection Division's operations: preparing for hearings, hearing cases, and rendering and/or writing reasons for decisions. The following topics were discussed and presented: history marked by state-sanctioned racism, human rights, discrimination, racism, prejudices, stereotypes, historical injustice, individual and group responsibility, religious disputes, cultural awareness, the challenges of cultural diversity and the importance of listening.

The **Department of Citizenship and Immigration**'s diversity training program was created in 2007-2008 and consists of four 3.5 hour modules. The fundamental objective of this training program is to increase and strengthen managers' and employees' knowledge on the value of diversity. The training program also assists managers and employees in obtaining work abilities and competencies in an environment where diversity is seen as an extremely important value, and facilitates cultural change as it relates to diversity in the Department. Additionally, the program promotes the Department of Citizenship and Immigration as a model of employment equity and diversity and as an attractive employer that provides a positive, integrated and diversified working environment. It presents diversity, in all its forms, as a strategic lever enabling the Department to achieve its mission and mandate and allows managers and employees to see diversity as an advantage that leads to innovative ideas and programs, but also recognize the need to instill in them the necessary competencies.

Only the pilot training has been given in Montréal and Ottawa to about 20 employees and 20 managers in each of these two regions, for a total of about 80 participants all told. Training will begin during the 2008-2009 year.

In 2006-2007, 50 percent of all managers at the **Economic Development Agency for the Regions of Québec** had received training for Managing a Diversified Team. In 2007-2008, 100 percent of all managers were trained, including staffing advisers. Compulsory training for managers on how to manage a diversified team on the one hand and activities for all staff on the other hand will contribute to increasing knowledge about members of the various cultural groups while helping retain staff from various cultural backgrounds.

To enable employees to better understand and manage conflict situations in the workplace, the **Public Service Commission**'s Office of Conflict Management developed and delivered, during 2007-2008, workshops on Informal Conflict Management. In developing the workshop, aspects of multiculturalism and diversity were incorporated into the course content as well as the workshop exercises. This was done so as to enhance the employees' abilities in anticipating and dealing with potential conflict situations involving individuals from different ethnocultural backgrounds.

Employment Opportunities

When asked the benefits of having a multicultural work force, a number of federal institutions appreciated the diversity of views and opinions brought forward by employees of different cultural and religious backgrounds and the insight they bring to the decision-making process. Federal institutions also benefit from diverse language skills brought to the workplace, as it meant that service delivery in languages other than English or French was efficient and meaningful to Canadians. For federal institutions that regularly work with different countries, having a multicultural work force allows them to better understand and communicate with international stakeholders.

The *Canadian Multiculturalism Act* requires federal institutions to ensure that Canadians of all origins have an equal opportunity to obtain employment and advancement in their institutions. Several federal institutions have reported

initiatives that seek to increase the number of employees of different backgrounds, and to better support and retain employees of diverse backgrounds.

EQUAL EMPLOYMENT AND ADVANCEMENT OPPORTUNITIES

Greater access to Public Service jobs increases the opportunities for Canadians, including ethnocultural communities, to work and contribute to Canada's social and economic development.

On April 2, 2007, further to a 2006 policy change, the Public Service Commission extended the mandatory use of a national area of selection to include officer-level positions open to the public in all regions across Canada. This latest development is an integral part of the Public Service Commission's phased-in approach to extending the National Area of Selection (NAOS) requirement.

The change in policy means Canadians from across the country have access to an increased number of federal government jobs – those identified as "officer-level". Officer-level jobs include scientific, professional, administration and technical positions. Examples of these jobs include auditors, commerce officers, and statisticians. Officer-level positions exclude administrative support and operational jobs, such as clerical and trade jobs. Examples of these include secretaries, plumbers and general labourers.

Extending the mandatory use of a National Area of Selection (NAOS) is expected to result in enhanced employment opportunities for members of visible minorities.

"A multicultural workforce in itself can act as a catalyst to promoting a corporate culture which raises awareness and enhances the understanding of and respect for the diversity of the members of Canadian society."

Canadian Intergovernmental Conference Secretariat

"A representative workforce enables PWGSC to create an inclusive corporate culture to attract and retain employees, reflecting the Canadian society it serves, which in turn means that Canadians should feel respected and valued when using PWGSC services."

Public Works and Government Services Canada (PWGSC)

The Department of National Defence's Headstart Program is a departmental funding program that seeks to advance employment opportunities for Aboriginal and visible minority students across the country. The fund consists of $245,000 to assist managers to cover part or all of the salary costs of hiring Aboriginal and visible minority students via the Federal Student Work Experience Program. Students are given an opportunity to acquire career-related experience and at the same time gain exposure to the Department. A bridging mechanism

enables managers to appoint qualified students to indeterminate positions after graduation. In 2007-2008, 41 Aboriginal and visible minority students were hired by the Department of National Defence across the country.

The hiring of Aboriginal students under the Headstart Program has had an extremely positive impact. Some of the Aboriginal students hired are working in the Aboriginal Affairs section of a major organization and are able to provide valuable information, contacts and an Aboriginal perspective.

In the first part of 2008, the **Canadian Commercial Corporation** worked with various community centres such as the Odawa Native Friendship Centre, Minwaashin Lodge and the Immigrant Women Services in order to post job advertisements for their clients to see. The goal of this initiative is to increase the number of women, Aboriginals and visible minorities who are exposed to the Canadian Commercial Corporation and its career opportunities with the end result being more applicants from these groups and potentially more future employees of various backgrounds.

The Deputy Minister of **Natural Resources Canada** has committed to a Visible Minority Talent Management Program that is specifically tailored to visible minorities at the executive feeder groups. The objective of the program is to recruit, retain and maximize the visible minority talent through internal and external initiatives, which will serve to increase the representation of visible minorities at the executive level in the Department. The long term outcome (2011 and beyond) of this Program is that self-identified visible minorities are representative at all levels of Natural Resources Canada. The Department will achieve this outcome through a combination of internal and external initiatives. They include talent mapping of high potential visible minority employees, coaching and mentoring services, development programs tailored specifically for visible minority, culturally appropriate language training programs, and workshops on preparation for competitions.

Other federal institutions have also developed initiatives to increase the representation of First Nations, Inuit and Métis in the federal Public Service, and have reported results for 2007-2008. In last year's report the **Public Service Commission** presented information on a pilot project designed to increase the participation of Aboriginals in the Public Service. In the 2007-2008 fiscal year the Aboriginal Centre of Excellence was quite busy. With the support of staff from Public Service Commission offices across the country, the Centre worked to raise awareness of its activities while also carrying out major recruitment projects.

Since June 2007, the Aboriginal Centre of Excellence worked closely with **Indian Residential Schools Resolution Canada** on a major staffing initiative. This project is part of an effort to evaluate the federal government's ability to recruit and retain Aboriginal employees. More than 1700 individuals applied for seven different staffing processes. At the same time, the Centre was asked by Indian and Residential Schools Resolution Canada to conduct a post secondary recruitment process targeting Aboriginal candidates only. One hundred candidates were tested and a pool of 37 individuals was created.

At the end of July, the Centre was also asked to assist in the staffing of Racism Prevention Officers for **Human Resources and Skills Development Canada**. Staff provided English and French Aboriginal staff to sit on over 70 interviews across the country.

SUPPORTING AND RETAINING EMPLOYEES

The Ontario Region Diversity Project was created in 2007-2008 at the **Canada Revenue Agency** to identify any barriers inherent in the recruitment, retention, promotion, training and talent management processes or practices that impact people of diverse backgrounds. The initial phase focuses on visible minorities and Aboriginal Peoples. Focus groups with managers and employees were held to identify priorities and issues. The project has as its initial focus the multicultural demographics within the region, particularly the large population of visible minorities. A key component of the project is diversity education for managers to increase their awareness and effectiveness in accommodating cultural differences. A series of "Management Group Fireside Chats" were held between a Senior Management Champion of Diversity and managers at a Regional Management Forum.

The **Canadian Environmental Assessment Agency**'s Human Resources Group added a statement in the "Exit Interview Form" to provide employees the opportunity to identify whether their departure was related to issues of culture. The President of the Agency personally reviews all exit interview reports and requests to meet the employee if discrimination is involved.

"Environment Canada has an inclusive strategy, which sets out how EC creates an organizational culture that incorporates inclusiveness in all its thinking and activities. An inclusive culture recognizes differences as strength; thrives on leveraging diverse skills and competencies of its members to support a common purpose; and not only embraces, welcomes, accommodates and respects differences, but actively seeks out and then mobilizes them for the benefit of the individual and the organization."

Environment Canada

The **Financial Transactions and Reports Analysis Centre of Canada** (FINTRAC) reported a student population accounting for approximately 27 students per work term, which is a large number for an organization of their size. In 2007-2008, FINTRAC was able to retain and rehire 17 students from previous work terms, 12 percent of them identified themselves as being part of visible minority groups. During this same year FINTRAC was successful in recruiting 35 new students and 31 percent of these students identified themselves as being part of visible minority groups.

FINTRAC continues to attract a great pool of future candidates representative of the Canadian diversity through their co-op student program. During the fall 2007 work term, 21.4 percent of

the student population were from visible minority groups and this percentage was 28.5 percent during the winter 2008 work term.

Language and Cultural Understanding

The *Canadian Multiculturalism Act* requires federal institutions to make use, as appropriate, of the language skills and cultural understanding of individuals of all origins. During the past year, institutions have undertaken initiatives to incorporate the language skills and cultural insights of their employees to improve policy-making and enhance service delivery, in addition to other initiatives.

In 2007-2008, a delegation from the All China Women's Federation visited the **National Research Council** to learn about best practices for encouraging women to enter scientific careers. The delegation was particularly interested in the Council's policy of promoting flexible work arrangements, and employment programs that encourage women to come to the Council. The visit included presentations by two Chinese women scientists, who spoke about their work at the Council.

The **Canada Council for the Arts** maintains a list of employees who are fluent in non-official-languages. They are called upon to assist clients when needed and often are consulted when applicants are creating work in languages other than French or English. By law, Canada Council is not required to provide materials in non-official-languages, but in an effort to increase access to Canada Council programs and better assess applications, Canada Council has hired peer assessors to assess work in non-official-languages, translated evaluations written in non-official-languages and had specific publications translated into Inuktitut. Specifically, the Dance section hired a Korean speaking assessor to evaluate a performance by a Canadian arts organization specializing in Korean dance.

Approximately 17 percent of the **Canada Mortgage and Housing Corporation**'s population is able to communicate in at least one of 56 languages other than French or English. The top 5 languages (in descending order) are Spanish, Italian, Cantonese, Mandarin and German. The Corporation maintains a Corporate-wide Skills Inventory that includes language skills. This inventory allows Business Centres and business lines to track languages spoken by employees within their work forces. Language competency can then be taken into consideration, along with the extent of representation of employment equity groups, by Business Centres and business lines when they are hiring.

Research

Federal institutions were asked to report on research, including statistical gathering relating to Canadian multiculturalism or support provided to research projects to enhance the development of policies, programs and practices that are sensitive and responsive to the multicultural reality of Canada. During the past year, many federal institutions have undertaken research relating to Canadian multiculturalism.

Canadian Heritage provided financial support for various kinds of research activities in the field of religious diversity, linguistic and cultural accommodation, as well as sport, youth, the arts, and ethnocultural publications. In 2007-

2008, the Policy Research Group commissioned a background paper titled *Religious Pluralism and Public Policy*, by Karim Karim and Faiza Hirji to inform a workshop at Metropolis Melbourne, and the Ethnicity and Democratic Governance conferences in October 2007. A third panel was held at the Ethnicity and Democratic Governance conferences focusing on Canadian discourses of accommodation.

The Karim and Hirji background paper was subsequently presented at the Canadian Religious Diversity Forum in February 2008. The Forum was followed by a Director General Round Table where the research was discussed with senior management, which identified potential policy and research directions, followed by the circulation of an internal questionnaire asking sectors how religion and religious diversity impact on their work. The focus of the work of Canadian Heritage's Policy Research Group contributes to an understanding of how government policy can contribute to a society embracing people in all their diversity, including religious diversity, exploring constraints on achieving multicultural inclusiveness. A specific volume (6:1, Winter 2008 edition) of Canadian Diversity, a quarterly publication of the Association for Canadian Studies featured articles on religious diversity and was distributed to all members of the Association of Canadian Studies. The publication of Volume 4:1 (Fall 2007) of the Canadian American Research Series was entitled "Religious Diversity in North America: More or Less Accommodating?" and was used at the Canadian American Research Symposium, "Accommodating Religious Diversity in Canada and the United States", in September of 2007, at Drew University, New Jersey, United States of America.

In January, 2008, the Official Languages Secretariat of Canadian Heritage organized a symposium entitled "Official Languages Research Issues" in Ottawa that dealt with topics related to official languages, including ethnocultural diversity and immigration issues in Canada. The research conference brought together 165 people from universities, communities and the government. A detailed report on the plenary sessions, the workshops and guest speakers' presentations can be found on the website of the Canadian Institute for Research on Linguistic Minorities.

The Metropolis Project is among the best practices used by the **Department of Citizenship and Immigration** to further the principles of the *Canadian Multiculturalism Act*. The project has two main objectives: 1) to build a national and international network of researchers working on migration and diversity, and 2) to ensure knowledge transfer/mobilization of the research to federal policy-makers and other end-users. Most of the activities conducted by Metropolis are supported by a range of federal partners.

During the 2007-2008 period, Metropolis collaborated with a number of partner agencies to organize the Tenth National Metropolis Conference on *Expanding the Debate: Multiple Perspectives on Immigration to Canada* (Halifax, April 3-6, 2007), the Twelfth International Metropolis Conference on *Migration, Economic Growth and Social Cohesion* (Melbourne, October 8-12, 2007), Metropolis Presents — a half-day public panel discussion on *Divided Loyalties? Transnationalism and the Meaning of Citizenship in the 21st Century* (Ottawa, December 11, 2007), a Policy Research Seminar on *Justice, Policing and Security in a Diverse Canada: Building an*

Empirical Evidence Base (Ottawa, February 25-26, 2008), and a Policy Research Seminar on *Should I Stay or Should I Go? Temporary Migration* (Ottawa, March 12, 2008).

In addition to the Working Papers published by the five Centres of Excellence, the Metropolis Project produced the following publications in 2007-2008, many of which were supported by the Multiculturalism Program and included projects funded by the Program:

- Special issues of peer-reviewed journals, including Refuge – Canada's Periodical on Refugees (Vol.24, No.2, 2007): Informing Integration, and the Journal of International Migration and Integration (Vol.9, No.2, 2008) – Attracting New Arrivals to Smaller Cities and Rural Communities: Findings from Australia, Canada and New Zealand
- Our Diverse Cities (Summer 2007) – Immigration and Diversity in Rural Communities in Canada
- Our Diverse Cities (Spring 2008) – Immigration and Diversity in the Atlantic Region
- Canadian Issues (Spring 2008) – Immigration and Diversity in Francophone Minority Communities
- Canadian Diversity (Spring 2008) – The Experiences of Second Generation Canadians

Copies of these publications can be found at: canada.metropolis.net/publications/index_e.htm

The **Canada Mortgage and Housing Corporation** and other federal departments have renewed their support to the five regional research centres for Phase 3 of the Metropolis Project (2007-2012) and will provide ongoing financial support to stimulate policy-relevant research on immigration issues. The Canada Mortgage and Housing Corporation joined key federal departments as a member of the National Metropolis Committee of primary funders which will provide guidance and feedback to the Project secretariat and the Centres on use of research results and efforts required to assure that research meets federal partners' requirements. *Housing and Neighbourhoods* is one of the six renewed Policy-Research Priorities established by the Federal Consortium.

The **Atlantic Canada Opportunities Agency** supports the Atlantic Metropolis Centre (one of five such centres across Canada that sponsor research into movement of populations to and within Canada) in various ways during the year, including the support for a project to prepare a series of socio-economic and demographic profiles of immigrants in Atlantic Canada. This research is led by Professor Ather Akbari at Saint Mary's University in Halifax, who coordinates a team of researchers at Memorial University of Newfoundland, the University of Prince Edward Island, and the University of New Brunswick.

In 2007-2008, the Advertising Coordination and Partnerships Directorate at **Public Works and Government Services Canada** improved a reference library which was created in the previous year. The reference library gathers qualitative information on ethnic newspapers in Canada as well as their reach, circulation, audience, etc. This tool will allow Government of Canada employees who are responsible for the planning of advertising campaigns to research ethnic media available throughout the country,

providing information such as demography and reach. It will also allow Government of Canada advertisers to better plan their campaigns to communicate to Canadians of all ethnocultural backgrounds.

In 2007, **Elections Canada** published Working Papers on the Electoral Participation of Aboriginal People and the Electoral Participation of Ethnocultural Communities. These papers analyse the electoral participation literature, review "best practices" in elector outreach, identify areas for further research and make recommendations to improve outreach to these groups. The papers are available on Elections Canada's website (www.elections.ca/content.asp?section=loi&document=index&dir=res/paper&lang=e&textonly=false).

The **Department of National Defence** is undertaking research to examine ways in which the Canadian Forces can become a career of choice for visible minorities. This nation wide research will be completed within the next two years and will reach out to visible minority communities to try to understand their perception and knowledge of the Canadian Forces and to provide information about the benefits of joining. The Canadian Forces has set out on a path to become more diverse not only to be reflective of Canadian society but because it is the right thing to do as an inclusive profession.

Human Resources and Skills Development Canada works closely with the Organisation for Economic Co-operation and Development (OECD) to better understand various key social and economic questions. During 2007-2008, Human Resources and Skills Development Canada's Labour Programme and the Canadian Human Rights Commission answered a questionnaire prepared by the OECD that examined the anti-discrimination legislation in force in Canada, and in other OECD countries. The OECD released "The Price of Prejudice: Labour Market Discrimination on the Grounds of Gender and Ethnicity" in June 2008.

In April 2007, the Social Policy Development Directorate published a report entitled "A Study of Poverty and Working Poverty among Recent Immigrants to Canada" that, using the data from the Survey on Labour and Income Dynamics, attempts to gain a better understanding of the phenomenon of poverty and working poverty among the group of immigrants who arrived in Canada since the early nineties (also called in this study "recent immigrants").

In 2007-2008, **Status of Women Canada** worked in collaboration with other departments to develop a framework for a set of indicators that would track the situation and monitor key gaps and progress between women and men. The framework focuses primarily on women's economic security and personal safety and identifies key cross-cutting issues that need to be included in gender equality indicators, such as race, culture, language, Aboriginal status, immigration status, and visible minority status.

In early 2008, the **National Battlefields Commission** added a question to the survey sent to all groups on all the animation activities they offer. The purpose of this question is to find out how many representatives from ethnocultural communities participate in their activities and whether their activities allow them to learn more about Canada's culture and history and better integrate into Canadian society.

Results show that out of 293 groups for the January 1 to March 31, 2008 period, 68 surveys were returned and compiled. Out of 68 groups, 37 groups said that they had ethnocultural representatives, in other words 232 representatives. 51 responses out of 68 indicated that they were satisfied with the National Battlefields Commission's activities and that the latter helped them learn more about Canada's culture and history and better integrate into Canadian society.

With funding received from the Department of Canadian Heritage the **National Parole Board** was able to undertake a study to examine the quality of interpretation services at conditional release hearings.

The findings from this study serve to identify a number of areas requiring attention in both the short and long term. In the short term a handbook for interpreters is being developed to facilitate their understanding of the Board's hearing process. Another handbook is being developed for Board members and Hearing Officers to increase their skills in conducting interviews and sharing information through the use of an interpreter.

Consultation and Collaboration with Communities

The Government of Canada promotes the full and equitable participation of individuals and communities of all origins in the continuing evolution and shaping of all aspects of Canadian society and assists them in the elimination of any barriers to participation. In the past year, federal institutions have undertaken several initiatives to improve services for communities. They have consulted, collaborated and partnered with community organizations to promote and deliver federal programs. Federal institutions have also developed practices to enhance contributions from diverse communities.

IMPROVING FEDERAL SERVICES FOR COMMUNITIES

The **Department of Justice**, through the Justice Partnership and Innovation Program (Family Violence Component) worked closely with the Department of Citizenship and Immigration to translate the Justice Canada brochure titled *"Abuse is Wrong in Any Language"* into 16 languages and assisted the Department of Citizenship and Immigration in the delivery of its Orientation Abroad Program that facilitates the settlement, adaptation and integration of future immigrants. In addition, a children's booklet, *What Happens Next*, was illustrated to avoid racial and cultural stereotypes, while allowing children from all racial groups to see themselves reflected in the pictures. The children's names are also derived from a number of cultures.

The **Canada Deposit Insurance Corporation** continued its advertising campaign to raise awareness of Canadian Deposit Insurance Corporation deposit insurance among select target groups. The campaign included a television commercial that aired in Cantonese, Mandarin, Italian and Punjabi (in addition to English and French). The commercial aired for a period of six weeks (January-February 2008) on TV channels, including ethnic television stations. The print media campaign, in addition to ads in English and French, included ads in Chinese, Italian and Punjabi that appeared in ethnic community newspapers in February and March 2008.

The **Canadian Air Transport Security Authority** worked collaboratively with the Vancouver Airport Authority in order to educate certain cultural communities about air travel security regulations. For example, several Chinese media sources located in the Vancouver region were invited to attend a media outreach campaign that focused on educating the public about the different items that are prohibited when travelling on a plane. The event was successful as the story was covered by several different Chinese Media sources.

From a programming perspective, English Television at **CBC/Radio-Canada** is implementing new communications practices that reflect the needs of new Canadians. Consider 'Test the Nation' and 'Dragon's Den' where press releases were translated to Chinese and Punjabi and distributed to third-language media. Or Radio Canadian International's Web service, "RCI viva', targeting both recent and aspiring immigrants to Canada with services broadcast in not only English and French, but also in Arabic, Mandarin, Spanish, Portuguese, Russian and Ukrainian.

Public Works and Government Services Canada provided an information session entitled "Advertising to Ethnic and Aboriginal Audiences" delivered in three sessions to groups of Government of Canada communicators from various departments (60 participants), Canada Revenue Agency (40 participants) and Service Canada (26 participants) for a total of 126 participants. The information sessions provided information from the 2006 Census to depict the changing demographics of Canada and how this applies to advertising.

By providing information on the demographics and media habits of Canada's population, these articles and sessions help federal employees responsible for advertising activities better understand their audience therefore enabling them to better inform Canadians about their rights or responsibilities, about government policies, programs, services or initiatives, or about dangers or risks to public health, safety or the environment.

Recognizing the diversity of Canada's population, the **Canada Revenue Agency**'s website has been redesigned to allow easy reference to important information and publications targeting specific segments of our multicultural society, such as Aboriginals, newcomers to Canada, international students in Canada, seasonal agricultural workers, and non-residents. The Canada Revenue Agency has also developed self study, online educational programs, "Learning About Taxes" and "Responsible Citizenship and Canada's Tax System", providing Canada's diverse population with the means to learn about the history of our tax system and assist the population in becoming more self-sufficient with regard to its tax obligations.

Beginning in February 2008, the Canada Revenue Agency external website featured audiocasts of the Agency's popular Tax Tips. They produced five 30-second audiocasts as "Tax Tips to Go" offering important information to individuals about Charities, Electronic Services, Children's Fitness Tax Credit, Benefits Online Application and Service Complaints. The audiocasts were available for listening or download in five languages (English, French, Punjabi, Mandarin and Italian) from the Canada Revenue Agency website.

PROMOTING FEDERAL PROGRAMS

The **Canada Revenue Agency** ran a multimedia advertising campaign in February 2008 to improve Canadians' awareness of the tax relief measures introduced by the Government of Canada and to increase the number of Canadians who file and who receive all the benefits and credits available to them. The print and radio ads were published in Aboriginal and ethnic languages, including Spanish, Italian, Polish, simplified Chinese, Cantonese, Punjabi, Inuktitut, Arabic and Tagalog. In addition, the Agency ran a print campaign in the fall of 2007 to promote tips for safe giving and to direct donors to the Canada Revenue Agency website for further details. The ads ran in ethnic publications, including Spanish, Arabic, Chinese and Punjabi.

The **Canadian Food Inspection Agency** has continued to promote the successful 'Be Aware and Declare' campaign that outlines import restrictions for travellers coming into Canada. This program has been translated into a variety of languages in order to cater to the diverse nature of the Canadian population. These promotional messages were also published in both of Canada's official languages and were of equal quality. In 2007-2008, new television advertisements were created for the campaign and were shown on channels such as CTV, CBC, the Weather Network, Météo Media, and on several ethnic stations in various languages.

In 2007-2008, **Western Economic Diversification Canada** launched the Community Economic Diversification Initiative, a two-year, $33 million, federal contribution program aimed at helping to diversify the economic foundation and contribute to the long-term stability of forest-dependent communities and First Nations. As part of the implementation plans for this program, a four-pronged Aboriginal engagement strategy was developed. Firstly, the strategy aimed at enhancing First Nations awareness of the Community Economic Diversification Initiative program through community workshops and promotional materials. Secondly, First Nations were provided opportunities to access the program through partnerships, regional networks, and in concert with local Community Futures Development Corporations. Thirdly, the strategy targeted successful First Nations projects by preparing proposal writing workshops in community and establishing a resource path finding document. Finally, Western Economic Diversification Canada has worked to cement relationships and opportunities by stimulating industrial and geographic cluster building in areas such as value-added wood products, bio-fuel production, information technology, and cultural resources management services.

During the 2007-2008 fiscal year **Statistics Canada** continued to establish and maintain relationships with ethnocultural organizations and ethnic media through various outreach activities. A project was developed in an effort to measure the impact of ongoing ethnocultural outreach initiatives. Specifically, an effort was made to measure the impact of a basic, straight forward third language communication strategy. In consultation with methodologists using Census Mother Tongue results in Montréal, Toronto and Vancouver, dwellings were selected from clusters with a concentrated population of people whose mother tongue was Cantonese, Mandarin, or Chinese. For the Labour Force Survey collection, numerous interviews were arranged with the Chinese media to promote

the Labour Force Survey release on immigrants over several months. The standard introductory letter was translated into Chinese and was mailed to the respondents as well. After participation in the survey, a validation activity took place to determine if the outreach activities in their mother tongue had an impact on their participation in the Labour Force Survey. Statistics Canada is in the process of analyzing the results of this project and determining the impact that these activities had on the Labour Force Survey results.

DELIVERING FEDERAL PROGRAMS TO ETHNOCULTURAL COMMUNITIES

Another aspect of **Statistics Canada**'s ethnocultural outreach initiatives is to establish and maintain partnerships with ethnocultural organizations, which play an increasingly important role in Statistics Canada's data collection efforts. One of their approaches to fostering such partnerships is to help ethnocultural organizations understand the wealth of Statistics Canada data that they could use to better serve their communities and clients. For example, at the invitation of S.U.C.C.E.S.S., an immigrant-serving agency in British Columbia, Statistics Canada did a presentation on "Census of Population and Other Sources of Data on Immigration and Ethnic Diversity". The two-hour presentation was very well received. The 16 participants were asked to fill out a feedback form, and all of them said that their knowledge of Statistics Canada had much improved and that they would use the knowledge they gained in areas such as proposal development and program planning for immigrants.

When it comes to allocating funds to non-profit organizations, to provinces and territories in the area of services and education, and to federal institutions, programs supporting official languages at **Canadian Heritage** take into account the multicultural reality of Canada's Francophone and Acadian communities in Canada. The Interdepartmental Partnership with the Official-Language Communities has provided financial support for projects submitted by other federal institutions that promote the integration of French-speaking immigrants in minority Francophone communities, including a project from Carrefour d'immigration rurale (in PEI and the Yukon, it was financed by **Agriculture and Agri-Food Canada** through the Rural Secretariat) as well as a project submitted by the *Regroupement des femmes immigrantes* (in Toronto, financed by **Status of Women Canada**). These two projects support the elimination of barriers that prevent new arrivals from participating in the socio-economic life of their host communities.

The **Economic Development Agency for the Regions of Québec**'s mission is to promote the long-term economic development of regions in Québec with particular attention paid to those regions where economic growth is weak or regions where there are not enough productive job opportunities. In this context, the Economic Development Agency is targeting the integration of groups who are traditionally or at the present time cut off from economic development, particularly multicultural communities, into existing regional development structures. In this way, the Economic Development Agency wants to increase opportunities for multicultural communities in the various regions of Québec to participate and contribute economically.

The *Corporation de développement économique Listuguj-Pointe-à-la-Croix* is the result of an

agreement signed between the town of Pointe-à-la-Croix (non-Aboriginal communities) and the Listuguj Micmac Band Council (Aboriginal reserve and neighbouring community). The purpose of this agreement is to establish a general relationship framework between the two communities that would promote the mutual exchange of information, dialogue, the conclusion of particular agreements on the various subjects of common interest to the two parties, the elimination of misunderstandings and conflicts or the resolution of these through discussion and the peaceful path of understanding and mutual respect. One of the objectives of the agreement is to promote the economic, social and cultural development of the two communities through partnerships in order to take full advantage of the many spin-offs. The project will implement a common economic development plan for both communities. The project ended on June 30, 2008.

In 2007-2008 **Canada Revenue Agency** delivered some 3200 sessions open to all Canadians including members of various ethnic and cultural groups on topics ranging from taxation issues for seniors, medical expenses and the disability tax credit, to starting a business and how to remit payroll deductions. In addition, 175 sessions were recorded as targeted to newcomers and 39 events were specifically targeted to Aboriginal individuals, businesses, organizations and bands.

CONSULTING ETHNOCULTURAL COMMUNITIES

In keeping with **Parks Canada**'s priority to promote the commemoration of subjects in Canada's rich ethnocultural past, the agency continued to consult with ethnocultural communities across Canada including the Black, German and Finnish communities. Through these consultations, Parks Canada is building relationships and addressing the under-representation of this part of Canadian history in the government's commemorative program and seeking to broaden all Canadians' understanding of the nation's complex past.

Among other initiatives, Parks Canada has met with interested parties to discuss possible submissions to the Historic Sites and Monuments Board of Canada related to Italian-Canadian history (fall 2007); made a presentation to the National Congress of Chinese Canadians (November 2007); met with the Canada-Hungary Educational Foundation (November 2007) and with members of the Jewish community in Toronto (February 2008). Research has been commissioned on Norwegian block settlements in Saskatchewan and on the multi-ethnic coal mining communities of the Crowsnest Pass in Alberta.

Canadian Heritage regularly consults with ethnocultural communities. In 2007-2008, the Official Languages Secretariat organized several consultation meetings and made sure that the question of ethnocultural diversity was taken into consideration both in how the documents were prepared and where the events were held. In December 2007, and January 2008, in the context of renewing the Federal Action Plan on Official Languages, the Official Languages Secretariat organized Government of Canada consultation meetings on linguistic duality and official languages in 7 Canadian cities. The consultation document noted the importance of ethnocultural diversity in understanding the challenges facing official languages in the country; the first question participants were

asked dealt with how to benefit from and face the challenges created by changes to demographics, including diversity. Regions facilitated the inclusion of ethnocultural communities in these federal government consultations on the promotion of linguistic duality and the vitality of the English and French language minority communities. Information gathered during the consultations helped shape the recommendations in *Roadmap for Canada's Linguistic Duality 2008-2013: Acting for the Future*.

The **Canadian Security Intelligence Service** (CSIS) undertook consultations in 2007-2008 to enhance contributions from diverse communities. CSIS has been in contact with the Sikh community in order to establish a good working understanding of the Service's requirements as well to better understand this community's needs from a potential employer's perspective.

An outreach strategy was developed by the **Financial Transactions and Report Analysis Centre of Canada** (FINTRAC) to communicate the changes related to Bill C-25 that would affect the Money Services Business.

In order to communicate these changes to the largest Canadian audience possible a series of ads were strategically placed in various ethnic newspapers. The message comprised of inviting individuals to assist the outreach sessions where information would be given and questions could be answered. FINTRAC's officers, who speak various languages answered questions when possible in the native language of the attendees. For example, some FINTRAC staff in the Vancouver Office regularly answer questions over the phone and in person in Mandarin and Punjabi. Moreover, they also conduct examinations utilizing those language profiles from time to time. This is usually in service of the Money Services Business community who operate exclusively within those cultural enclaves.

The series of 24 outreach sessions were held over the first three weeks of February to present all Money Services Business with their new obligations under the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act*. These sessions took place in ten major Canadian cities (including two days each in Toronto and Montréal). In each of the cities, FINTRAC made sure that consideration was given to linguistic minorities. In order to ensure outreach to a larger audience, the outreach sessions will be supplemented by additional web-based seminars or "webinars" available in both official languages. Also as part of FINTRAC's new obligations under Bill C-25, the Communications Directorate ran a series of advertisements in various ethnic newspapers throughout Canada to raise awareness about the *Proceeds of Crime (Money Laundering) and Terrorist Financing Act* requirements, and the need for Money Service Business to register with FINTRAC. The ads ran in 19 different language communities in both official languages in order to reach the largest audience possible. FINTRAC is very mindful of Canada's diversity while implementing and delivering its programs.

With a largely regulatory role, the **Canadian Nuclear Safety Commission** works principally with its key stakeholders and partners to protect health, safety, security and the environment, and to meet international obligations. In 2007-2008, the Commission created a new staff position, the Senior Adviser, Aboriginal Consultation and External Engagement. The incumbent's

main role is to develop and support the Commission's Aboriginal Consultation program and provide advice to senior management on matters related to Aboriginal consultation. The Senior Adviser will also develop training sessions on best practices in Aboriginal consultations and external engagement, manage projects relating to Aboriginal consultations and external engagement, and develop and maintain relationships and networks with Aboriginal communities, the private sector, and other federal and provincial departments and agencies. The Commission began the recruiting process for the position in the late 2007-2008 fiscal year and staffed the position in May 2008.

By developing best practices related to Aboriginal consultations, the Commission believes this senior adviser position will enable the Commission to better understand and, where possible, accommodate the needs of Aboriginal communities that may be affected by licensees' proposed projects.

ENHANCING CONTRIBUTIONS FROM ETHNOCULTURAL COMMUNITIES

In the spring of 2007, **Canadian Heritage** coordinated the development of two themes to promote greater linkages among its activities in China between 2008 and 2010. To ensure maximum alignment with Government of Canada foreign policies, "Diversity and Dialogue" was identified as one of the themes (focus on Canada's contributions to diverse communities, dialogue among them through media, arts and sport, successfully integrated into the Government of Canada country strategy for China). Portfolio-wide input was then included into the content and themes of the British Columbia-Canada Pavilion in Beijing, shared with Foreign Affairs and International Trade Canada and the British Columbia Government in fall 2007. Canadian Heritage's contribution led to a greater visibility of Canada's diversity in the final themes adopted for the British Columbia-Canada Pavilion. The contribution also created an interest among Canadian Heritage and other government partners to develop programming in China focused on these issues. The following initiatives were identified: a showcase of contemporary Aboriginal films which will highlight the work of young Aboriginal creators in urban spaces; a Canada-China forum of digital heritage; a symposium focused on Canadian literature in which the featured writer, Madeleine Thien, is from a visible minority community.

Helene Klodawsky's *Family Motel*, which had its world premiere at Montréal's World Film Festival before being released in theatres last fall, illustrates the key role the **National Film Board** has played in forging authentically Canadian alternative drama. The film tells the story of Ayan and her daughters — Somali refugees evicted from their home and forced to live in a motel- combining painstaking research with thoughtful improvised performances. Driven by the remarkable talent of three first-time performers, the films is an artistic breakthrough, relating a vital, uncompromising story, which for ethical reasons could not have been told in purely documentary form. The production team worked with an advisory group representing the Somali-Canadian community in Ottawa headed by the Executive Director of Ottawa Community Immigrant Services organization and with a creative consultant.

Federal Institutions that Provided a Submission

Agriculture and Agri-Food Canada
Atlantic Canada Opportunities Agency
Atlantic Pilotage Authority
Bank of Canada
Blue Water Bridge Canada
Business Development Bank of Canada
Canada Border Services Agency
Canada Council for the Arts
Canada Deposit Insurance Corporation
Canada Industrial Relations Board
Canada Lands Company Limited
Canada Mortgage and Housing Corporation
Canada Revenue Agency
Canada School of Public Service
Canada Science and Technology Museum Corporation
Canada-Newfoundland and Labrador Offshore Petroleum Board
Canadian Air Transport Security Authority
Canadian Artists and Producers Professional Relations Tribunal
Canadian Centre for Occupational Health and Safety
Canadian Commercial Corporation
Canadian Cultural Property Export Review Board
Canadian Dairy Commission
Canadian Environmental Assessment Agency
Canadian Food Inspection Agency
Canadian Forces Grievance Board
Canadian Heritage
Canadian Human Rights Tribunal
Canadian Institutes of Health Research
Canadian Intergovernmental Conference Secretariat
Canadian International Development Agency
Canadian Museum of Civilization Corporation
Canadian Museum of Nature
Canadian Nuclear Safety Commission
Canadian Race Relations Foundation

Canadian Radio-television and Telecommunications Commission
Canadian Security Intelligence Service
Canadian Space Agency
Canadian Tourism Commission
Cape Breton Development Corporation
CBC/Radio-Canada
Citizenship and Immigration Canada
Commission of Public Complaints against the RCMP
Correctional Service of Canada
CPP Investment Board
Defence Construction Canada (1951) Limited
Department of Finance Canada
Department of Justice Canada
Department of National Defence and the Canadian Forces
Economic Development Agency of Canada for the Regions of Quebec
Elections Canada
Enterprise Cape Breton Corporation
Environment Canada
Export Development Canada
Farm Credit Canada
Financial Consumer Agency of Canada
Financial Transactions and Reports Analysis Centre of Canada
Foreign Affairs and International Trade Canada
Great Lakes Pilotage Authority
Health Canada
Human Resources and Skills Development Canada and Service Canada
Immigration and Refugee Board of Canada
Indian and Northern Affairs Canada
Indian Residential Schools Resolution Canada
Industry Canada
Infrastructure Canada
Laurentian Pilotage Authority
Library and Archives Canada
Military Policy Complaints Commission
National Arts Centre
National Battlefields Commission
National Capital Commission
National Energy Board
National Farm Products Council
National Film Board of Canada

National Gallery of Canada
National Parole Board
National Research Council of Canada
National Round Table on the Environment and the Economy
Natural Resources Canada
Natural Sciences and Engineering Research Council of Canada
North American Free Trade Agreement Secretariat
Office of the Auditor General of Canada
Office of the Commissioner of Official Languages
Office of the Correctional Investigator
Office of the Federal Ombudsman for Victims of Crime
Office of the Privacy Commissioner of Canada
Office of the Public Sector Integrity Commissioner
Office of the Registrar of the Supreme Court of Canada
Pacific Pilotage Authority
Parks Canada Agency
Patented Medicine Prices Review Board
Public Prosecution Service of Canada
Public Safety Canada
Public Sector Pension Investment Board
Public Servants Disclosure Protection Tribunal Canada
Public Service Commission of Canada
Public Service Labour Relations Board
Public Service Staffing Tribunal
Public Works and Government Services Canada
RCMP External Review Committee
Registry of the Competition Tribunal
Royal Canadian Mint
Social Sciences and Humanities Research Council of Canada
Standards Council of Canada
Statistics Canada
Status of Women Canada
Telefilm Canada
Transport Canada
Transportation Appeal Tribunal of Canada
Transportation Safety Board of Canada
Treasury Board of Canada Secretariat
Veterans Affairs Canada
VIA Rail Canada Inc.
Western Economic Diversification Canada